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1. Introduction

2. Aspire Configuration

3. Server Installation

4. Client Installation

5. Additional Server Configuration

6. Licensing

7. Supplementary Options

Aspire

Windows Operator Console Installation Manual

991085-5

2.2

This manual has been developed by NEC Infrontia LTD It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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PC Pro Directory Import
Windows Firewall configuration

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Introduction

The Windows Operator Console is part of the NEC Connect product range. The Windows Operator Console is essentially a traditional Telephone switchboard recreated as a Windows application. It is an efficient and competent application specially designed for Console Operators. They can operate the calls instantly, using either keyboard or mouse. It gives the operator the ability to answer calls from a predefined set of queues, and to route calls to the required destination as quickly and efficiently as possible.

This manual covers the areas relevant to install/configure the related applications both on the Aspire and Server/Client PC.

Further specific configuration items specific to the Windows Operator Console are available within the Windows Operator Console Server/Client side on-line help.

Implementation Considerations

Before installing the Windows Operator Console you should consider the following to decide on the correct implementation.

Aspire Hardware requirements

Due to the way in which the application functions, it requires a number of Analogue ports to be dedicated for Queuing and Holding of calls. The number of ports depends on the volume of calls, and the way in which the Operator(s) works.

The Analogue ports are required for three specific functions within the application, these are:

Pre-Gateway - A temporary storage area to which the Aspire routes calls destined for the NEC Connect Server. Once a call is routed to the Pre-Gateway port, the NEC Connect Server moves the call to a free Gateway port (See below).

Gateway - A queuing area where the calls are stored by the NEC Connect Server, until the point in which the Operator answers the call. Once the call is answered by the Operator, the server redirects the call from the Gateway port to the Operator's extension.

Service - The Service ports act as an area to where calls are routed when the Operator places calls on Hold. Additionally calls recalling from Hold/Transfer/Camp-On are also routed to the Service area. This ensures that the Operator's extension is always available.

Use the tables below for guidelines on Analogue Port requirements. Please note that these are just given as guidelines, and often do vary dependant on user/site requirements.

Analogue Port Requirement Summary

Pre-Gateway	1-2 Ports	Varies on Call volume
Gateway	1+ Ports	Varies on number of concurrent queued call requirements
Service	1+ Ports	Varies on requirement to Hold/Camp-On specific number of calls

Typical Port Requirements based on Operator/Call Volume

	Pre-Gw	Gateway	Service	Total
Light Usage (1 Operator)	1	2	2	5
Medium Usage (1-2 Operators)	1-2	4	4	10
Heavy Usage (2+ Operators)	2	9	9	20+

PC requirements

The Windows Operator Console is designed primarily as a Client/Server based application, requiring multiple PC's. However where required (i.e. a single position based Console with no MS-TAPI 2.1 requirements) the application can be installed to a single PC.

The Windows Operator Console consists of the following components in order to function correctly.

Aspire TSP
Microsoft® SQL Server (MSDE)
NEC Connect CT Server
NEC Windows Operator Console

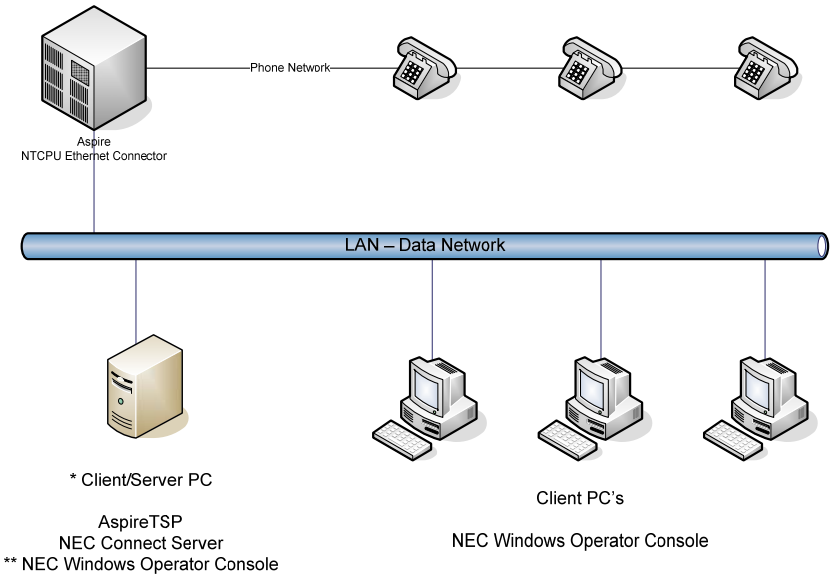
NEC Infrontia recommends installing the Server side application (NEC Connect Server) into a Client/Server environment as described in example A. It is recommended that the Aspire TSP and NEC Connect Server application be hosted on a standalone PC. The Windows Operator Console software is then installed directly onto the Client PC(s). Under this configuration, it is possible to install the Server side application onto a Client based Operating System such as Windows 2000 Professional, Windows XP Professional or Windows Vista Business/Enterprise/Ultimate. A Server Operating System is only required where client connections exceed 10 and/or MS-TAPI 2.1 application's are also required.

Under a single Operator position and where external CTI applications are not required, it is possible to install all components to a Single PC. This can be more cost-effective than providing a stand alone Client/Server PC, but means that the TAPI distribution is limited to a single PC.

The following page outlines three examples of how the Operator Console may be installed.

Example A – **Multiple Position Operator Console, without MS-TAPI 2.1 applications.**

The following model may be used where multiple Position Operator Consoles are required. Using this model it is possible to use Windows 2000 Professional or Windows XP Professional to host the AspireTSP and NEC Connect Server. This is possible where connections to the standalone PC are less than 10, and MS-TAPI 2.1 applications are not required.

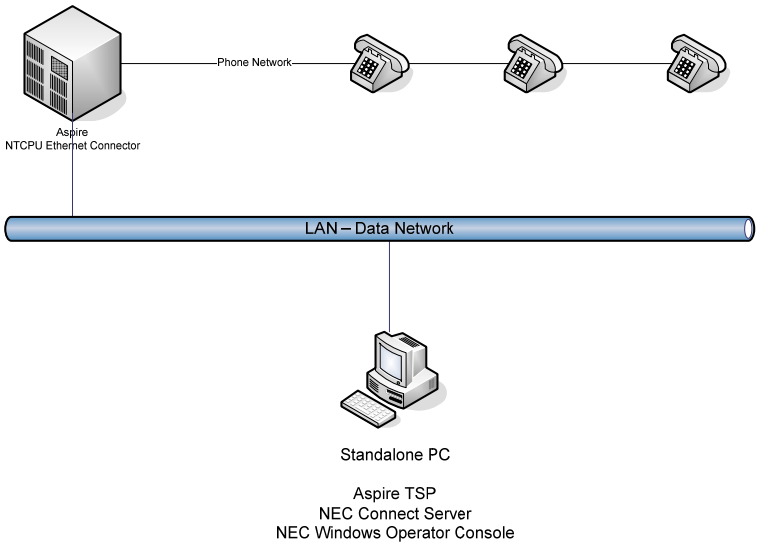


* The PC functioning as the NEC Connect Server should be permanently connected as this is the gateway for other client connections.

** The NEC Windows Operator Console is optional on the PC running the NEC Connect Server application

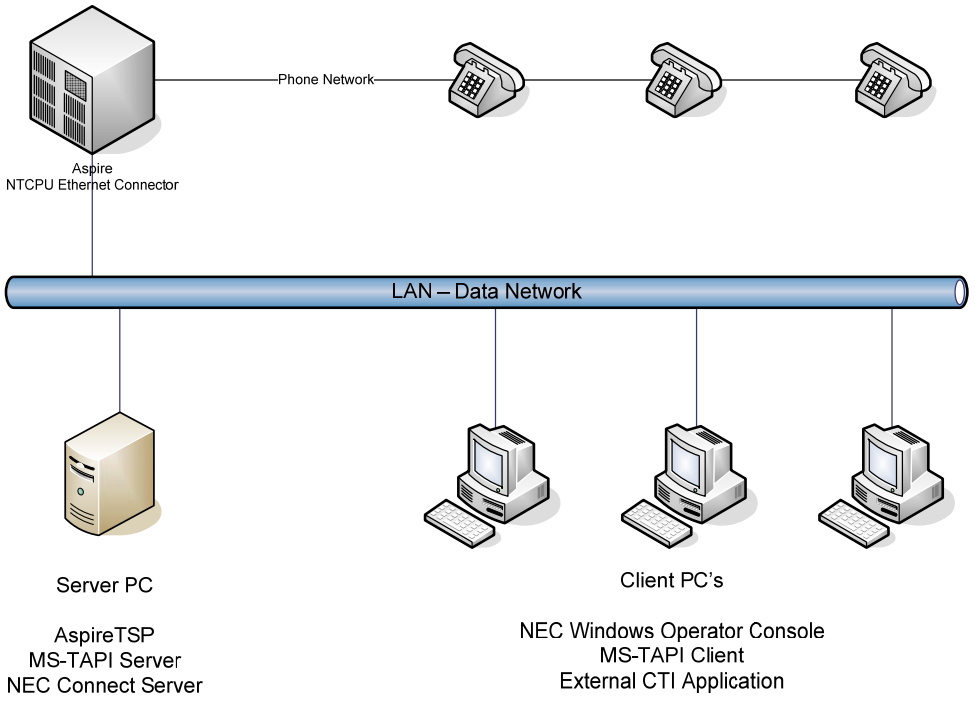
Example B – **Single Position Operator Console**

The following model may be used where a Single Position Operator Console is required. This model also assumes that no MS-TAPI 2.1 applications are required.



Example C – **Multiple Position Operator Console with MS-TAPI 2.1 applications.**

The following model may be used where multiple Position Operator Consoles and MS-TAPI 2.1 applications are required. Using this model it is necessary to supply a Server based PC (Windows 2000 Server, Windows Server 2003). The Server and Client PC's must also be a member of a Windows Domain; this is a required environment for Microsoft TAPI.



Getting Started

Requirements

The following PC specifications are recommended where a Client / Server environment is implemented, as documented in Example A and C.

Server Application PC

CPU	Intel® Pentium 1 GHz or higher
Memory	512Mb or more
Drives	20Gb Hard Drive with 500Mb Free disk space
	CD-Rom
Operating System	* Microsoft® Windows® 2000 Professional (SP4) * Microsoft® Windows® XP Professional (SP2) * Microsoft® Windows® Vista Business * Microsoft® Windows® Vista Enterprise * Microsoft® Windows® Vista Ultimate Microsoft® Windows® 2000 Server (SP4) Microsoft® Windows® Server 2003 (SP1)
Database Server	Microsoft® SQL Server (MSDE) 2000
Display	SVGA (800*600) display card with correct drivers

* Above Operating Systems available where Client connections below 10 and MS-TAPI 2.1 applications not required.

Client Application PC

CPU	Intel® Pentium 700 MHz or higher
Memory	512Mb or more
Drives	20Gb Hard Drive with 500Mb Free disk space
	CD-Rom
Operating System	Microsoft® Windows® 2000 Professional (SP4) Microsoft® Windows® XP Professional (SP2) Microsoft® Windows® Vista Ultimate Microsoft® Windows® Vista Business Microsoft® Windows® Vista Enterprise
Display	SVGA (800*600) display card with correct drivers, running Windows Small Fonts.
Monitor	17” Monitor or larger Highly recommended.
Sound	SoundBlaster compatible Sound Card and Speakers

Note: The above are the specification for a Server Application PC functioning with NEC Connect CT Server and a Client Application PC functioning with the NEC Windows Operator Console. They may differ if you install additional applications.

A dedicated PC is recommended.

Microsoft® Small Business Server is not recommended as the Server PC. Additionally Microsoft® Small Business Server is not recommended for Microsoft® TAPI.

The setup requires you to be logged onto the PC Server with Local Administrative rights.

The Server and Client PC should be connected to the network via the TCP/IP Protocol (Including WINS, DNS services); a fixed IP address is required for the Server. The appropriate number of Client Access Licenses should be included. The operation of Microsoft® TAPI requires that the Server and Client PC is a member of a Windows Domain.

An IT Administrator is normally required during the installation.

The backup procedure and virus defence is the responsibility of the customer.

Important: No MS-TAPI 2.1 applications are available whilst operating without a Server based PC and Domain. This is due to the requirement for Server Operating System and Domain when hosting the Microsoft® TAPI Server service.

The following PC specifications are recommended where a stand alone PC be implemented, as documented in Example B.

Standalone PC

CPU	Intel® Pentium 1Ghz or higher
Memory	1Gb or more
Drives	20Gb Hard Drive with 500Mb Free disk space
	CD-Rom
Operating System	Microsoft® Windows® 2000 Professional (SP4) Microsoft® Windows® XP Professional (SP2) Microsoft® Windows® Vista Ultimate Microsoft® Windows® Vista Business Microsoft® Windows® Vista Enterprise
Database Server	Microsoft® SQL Server (MSDE) 2000
Display	SVGA (800*600) display card with correct drivers, running Windows Small Fonts.
Monitor	17” Monitor or larger Highly recommended.
Sound	SoundBlaster compatible Sound Card and Speakers

Note: The above are the specification for a Standalone PC functioning with the Aspire TSP, NEC Connect CT Server and NEC Windows Operator Console. They may differ if you install additional applications.

A dedicated PC is recommended for this role.

Microsoft® Small Business Server is not recommended as the Standalone PC. Additionally Microsoft® Small Business Server is not recommended for Microsoft® TAPI.

The setup requires you to be logged onto the PC Server with Local Administrative rights.

The PC should be connected to the network via the TCP/IP Protocol (Including WINS, DNS services); a fixed IP address is required. The appropriate number of Client Access Licenses should be included.

An IT Administrator is normally required during the installation.

The backup procedure and virus defence is the responsibility of the customer.

Important: No MS-TAPI 2.1 applications are available whilst operating in this mode, due to the unavailability of a Server hosting the Microsoft® TAPI Server service.

Installation Procedure

The Windows Operator installation consists of four individual areas for installation/configuration.

1) Aspire configuration
2) Aspire TSP Installation
3) NEC Connect Server Installation
4) Windows Operator Console Installation

Note: For instructions on installing/configuring Aspire TSP refer to the CTI Manual.

Aspire Configuration

General Description

The following section details programming areas required on the Aspire to enable communication with the NEC Connect Server. It is recommended to do this prior to installing the NEC Connect Server application.

This section assumes that you have already installed the Aspire TSP and programmed the Aspire NTCPU Network settings and External Equipment Settings. The programming commands for NTCPU Networking and External Equipment LAN settings are however included in this section for completeness.

The examples contained in this section assume examples of using ports 17-32, and assign Extensions 300 through to 315. They may differ for an actual installation.

	Extension	Port
Pre-GW Devices	300-301	17-18
Gateway Devices	302-307	19-24
Service Devices	308-315	25-32

Programming

(10-12) NTCPU Network Settings

The following parameters should be configured in line with the Customer's LAN. An IP Address should be requested from the local Network Administrator.

Note: These parameters require a System reset.

Area	Description	Example
10-12-01	IP Address	172.16.0.10
10-12-02	Subnet Mask	255.255.0.0
10-12-03	Gateway	0.0.0.0

(10-20) External Equipment LAN Settings

The following parameters should be configured to enable CTI.

Area	Ex-Device	Description	Example
10-20-01	1	TCP Port	8181
10-20-03	1	Keep Alive Timer	30

(11-02) Telephone Extension Numbering

This area refers to the dedicated analogue extensions required for the NEC Connect CT Server application.

Each port should be defined with an Extension Number.

Area	Ports	Extension
11-02-01	17-32	300-315

(15-01) Basic Extension Settings

You should define names for extensions to be used in conjunction with the NEC Connect CT Server application.

Area	TelNo	Ext Name
15-01-01	300-301	PreGW
15-01-01	302-307	Gateway
15-01-01	308-315	Operator

(11-07) Extension Group Pilot Numbering

The following area allows you to define Pilot numbers for the Windows Operator Console Queue(s). This enables callers to dial the Windows Operator Console Queue internally if required.

Area	TelGroup	Ext Group No
11-07-01	60	600

(16-02) Extension Group allocation for extensions

The Pre-Gateway ports as defined in **11-02-01** should be inserted into the Extension Group as defined in **11-07-01**.

Area	Tel	Ext Group No	Priority
16-02-01	300-301	60	1-2

(16-03) Secondary Group allocation for extensions

If multiple Windows Operator Console Queues are required they should be defined in **11-07** and **16-03** as follows.

Note: An example of how this could be used is where callers dial 0 to reach the Operator. Assuming **0** is configured as type **Extension** in **11-01**, and then **Ext Group No** may be added as **0** for **Tel Group 61** in **11-07**.

Note: It is only necessary to create Secondary Department Groups if more than one Operator Queue is defined, and the Queue is dialled internally.

Area	TelGroup	Ext Group No
11-07-01	61	601

Area	PilotExtn	2nd_STG	Order
16-03-01	61	01=300 02=301	1 2

16-01 – Basic Extension Group Settings

Any Extension groups that have been created for Windows Operator Console Queues should each be modified in line with the following area.

Area	Feature	Setting
16-01-01	Dept Name	Operator
16-01-07	Call Recall	1:Enable
16-01-09	DepGr Call N/A	0 Sec

22-11-01 – Dial in Conversion Table Data

Any DDI's required to be routed toward the Windows Operator Console Queues can be defined as in the following example. The **target number** should be assigned to the Extension Group created previously.

Area	Conv TBL	Received No	Target No	DialInName	TRF Ope Mode
22-11-01	1	643100	600	Main	0:No TRFR

20-06 – Extension Class of Service Settings

Each port used by the NEC Connect CT Server should be placed into an exclusive Class of Service. This must also include any Operator extensions that log into the Windows Operator Console.

It is recommended to copy the existing Operator's extension's Class of Service into an exclusive area (i.e. 14), thus retaining any existing items.

Operator Extension Ports

Area	TEL	Mode1 Class No.	Mode2-8 Class No.
20-06-01	200	14	1

Note: The above setting assumes that the Windows Operator Console is used in Mode 1, and all other modes (Night Service, Resilience) in 2-8.

NEC Connect CT Server Ports

Area	TEL	Mode1-8 Class No.
20-06-01	300-315	15

20-11 – Hold Transfer Class of Service Settings

Enabling the following item disables Ring Inward Recall on the Aspire so as the NEC Connect CT Server controls all recall timers.

NEC Connect CT Server Ports

Area	FCTN Cls	No Callback
20-11-20	15	1:On

User Extension Ports

Area	FCTN Cls	No Callback
20-11-20	14	1:On

20-10 – Call Answering Class of Service Settings

The following items should be set **only** for class of service where the Windows Operator Console exists.

NEC Connect CT Server Ports

Area	FCT Cls	Call Pickup Tel
20-10-04	15	0:Off

Additional Programming - Service Ports

In addition to the previous settings, the Service Ports require additional configuration in order for them to be set in Headset mode. This enables TAPI operation required for the Service Ports acting on behalf of the Operator Console for features such as Camp-On.

(20-03) – System Options for Single Line Telephone

The following parameter defines the Headset ringing start time. After this timer expires the following the SLT port going off-hook, the port switches to Headset mode.

Area	Timer
20-03-06	1

(20-13) – Class of Service Options (Supplementary Options)

In an extension(s) Class of Service, (1) enable or (0) disable an extension's ability to use Headset mode.

The following items should be set **only** for class of service where the NEC Connect CT Server ports exist.

NEC Connect CT Server Ports

Area	FCT Cls	Headset Ringing
20-13-38	15	1:On

(11-11) – Service Code setup (for setup/entry operation)

Assign the Service Code for Headset switching.

Area	Code
11-11-43	788

Enabling Service Ports

As this example assumes you will be using Extensions 308-315 as your Service Ports, you are now required to enable the Service ports into Headset mode.

Enable

1. Plug in an SLT to the First Service Port
2. Go Off-Hook and Dial the Service Code for Headset switching (788)
3. You will hear a single beep
4. Go On-Hook
5. Repeat steps 1-4 for remaining Service Ports

You are also required to short each Service Port, using an RJ-45 connector. This places the port into Headset mode, by simulating the SLT Port going Off-Hook. Once the timer expires as defined in 20-13-08, the port enters and remains in Headset mode.

Installation

General Description

Following the configuration of the Aspire you are now required to install/configure the Server and Operator application. During this section you will install the NEC Connect Server and Windows Operator Console. During the installation it is also possible to configure Basic settings in order to make the NEC Connect CT Server operational. The installation program automatically installs MSDE using a named instance.

The Installation program consists of the following applications all within a single install.

MSDE – Microsoft SQL Server Desktop Engine
NEC Connect Server
MyPhone Server
Windows Operator Console

Important!

You should have already completed **Section 2 – Aspire Configuration**, before proceeding.

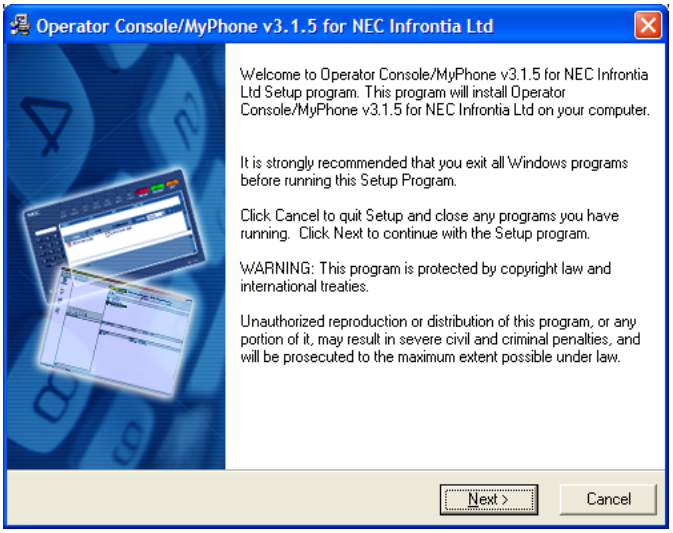
Server Side Installation

1) Insert the Aspire Technical CD into the computer's drive.

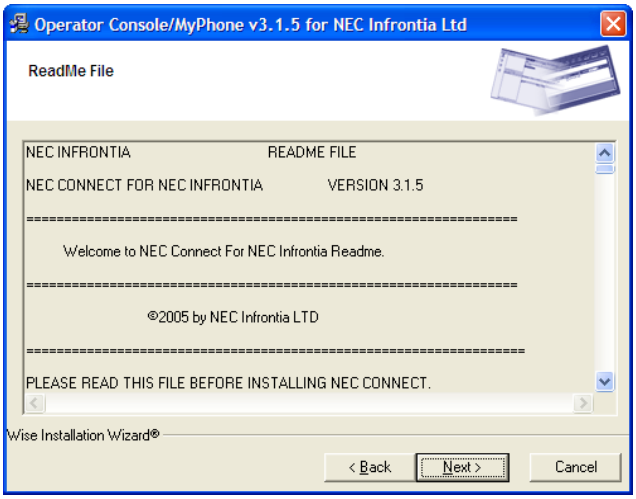
2) Click Start/Run from the Windows Start Menu and Browse to <cdrom drive>:\Aspire Applications\Aspire CTI Application\Console and MyPhone\setup.exe, where <cdrom drive> is your Cdrom Drive letter.

Note: Where Windows Vista and User Account Control are used you must select Allow to proceed.

3) The Computer will start the Installation Wizard prompting you with the following Welcome screen; click **next**.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Welcome to Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd Setup program. This program will install Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

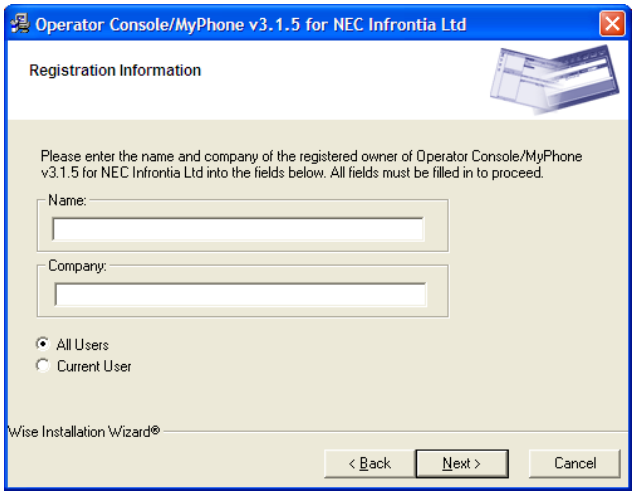
4) Read the ReadMe file carefully. Click **next** to continue.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
ReadMe File
NEC INFRONTIA README FILE
NEC CONNECT FOR NEC INFRONTIA VERSION 3.1.5
Welcome to NEC Connect For NEC Infrontia Readme.
©2005 by NEC Infrontia LTD
PLEASE READ THIS FILE BEFORE INSTALLING NEC CONNECT.
Wise Installation Wizard®
< Back
Next >
Cancel

5) Read the License Agreement carefully. If you agree to the terms stated in the license, select **I Agree** to continue the Installation. Note: If you choose **I Disagree** the program setup exits.

Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Licence Agreement
NEC INFRONTIA SOFTWARE
LICENSE
NEC Infrontia Corporation 2005 . All Rights Reserved
This program is protected by UK and international copyright laws.
Any unauthorised reproduction or distribution of this software or any portion of it may result in civil or criminal action being taken against the offender.
Wise Installation Wizard®
I Agree
I Disgree
Cancel

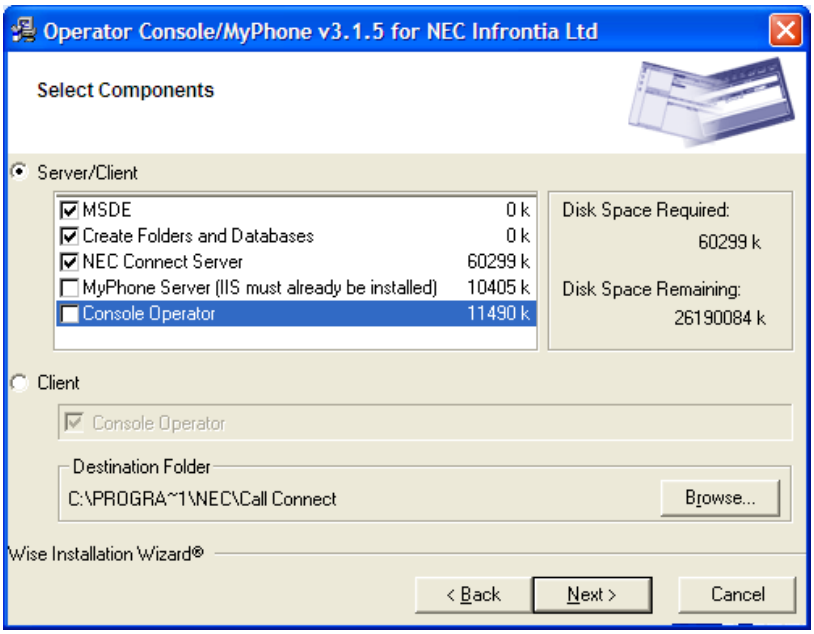
6) Enter the Name and Company of the registered owner of NEC Connect Server, click **next** to proceed. All fields must be completed to proceed.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Registration Information
Please enter the name and company of the registered owner of Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd into the fields below. All fields must be filled in to proceed.
Name:
Company:
All Users
Current User
Wise Installation Wizard®
< Back
Next >
Cancel

7) The next step of the installation allows you to select the relevant Components. This manual assumes a typical installation as in Example A, under Server/Client PC Requirements.

By default the **Server/Client** radio button is selected, for **Client** installation see **Client Side Installation**.

Select the appropriate components, click next to proceed.



MSDE (Select)

By selecting MSDE a named instance of MSDE under name NEC is installed. By deselecting this option it is possible to install the NEC Connect Server application with a standalone install of Microsoft SQL Server. See Supplementary Options.

Create Folders and Databases (Select)

By selecting the following option, the installation generates the relevant Database and Folders required. If you uncheck this option, you must manually create the folders following installation. See Supplementary Options.

NEC Connect Server (Select)

The NEC Connect Server application consists of the Server Side application which stores the relevant configuration to allow communication between the Aspire and Windows Operator Console. It is the NEC Connect Server application which is responsible for all Call Routing elements within the Windows Operator Console.

MyPhone Server - (Select where MyPhone is required)

Where MyPhone is required you must select the MyPhone Server option.

Note: See Aspire MyPhone Manual for further information.

Console Operator (Select where Console Operator application installed to Server Side PC)

The Windows Operator Console is also installed on to the Server PC by selecting this option.

8) Select the Database Setup Type. This setup assumes using a typical setup; the following parameters are true of a Typical Install. Select Custom to change the Database setup parameters.

MSDE Installation Path

c:\Program Files\Microsoft SQL Server\MSSQL&NEC

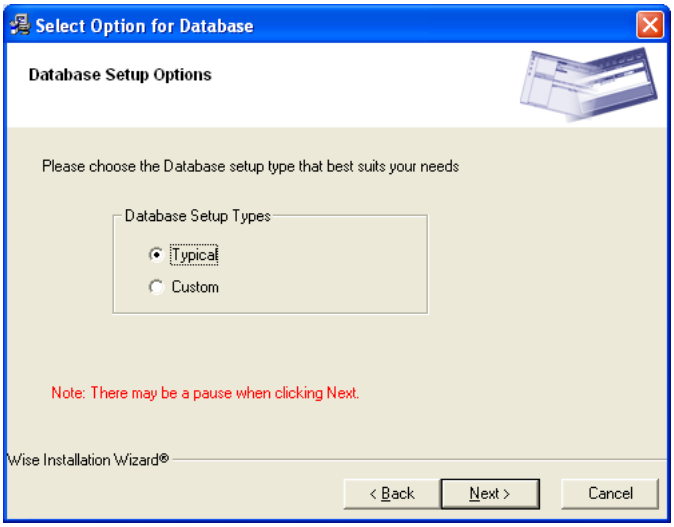
NECData Folder

C:\NECData

The NECData folder is used to store the Configuration and Log Database.

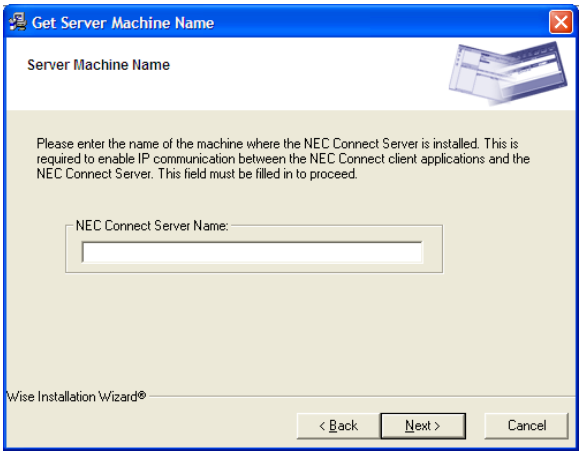
MSDE Instance Name

NEC


Select Option for Database
Database Setup Options
Please choose the Database setup type that best suits your needs
Database Setup Types
Typical
Custom
Note: There may be a pause when clicking Next.
Wise Installation Wizard®
< Back
Next >
Cancel

Note: A slight pause will occur when clicking next.

9) Insert the Hostname or IP Address of the PC where you are installing the NEC Connect Server. This field must be filled in to proceed.


Get Server Machine Name
Server Machine Name
Please enter the name of the machine where the NEC Connect Server is installed. This is required to enable IP communication between the NEC Connect client applications and the NEC Connect Server. This field must be filled in to proceed.
NEC Connect Server Name:
Wise Installation Wizard®
< Back
Next >
Cancel

Note: To verify the Computer Name under Windows XP, locate the My Computer icon. Right click the icon and select Properties, locate the Full Computer Name under the Computer Name tab.

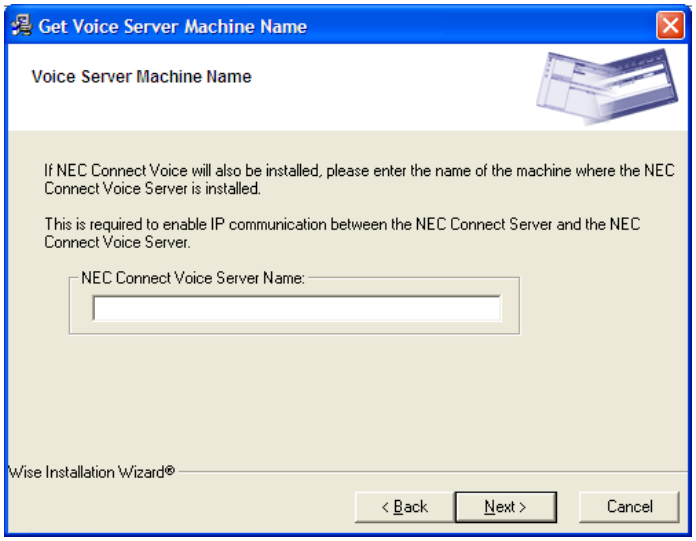
10) If NEC Voice Connect is used the Hostname or IP address of the PC running Voice Connect should be entered.

Voice Connect Installed

Enter the name of the NEC Voice Connect Server if used.

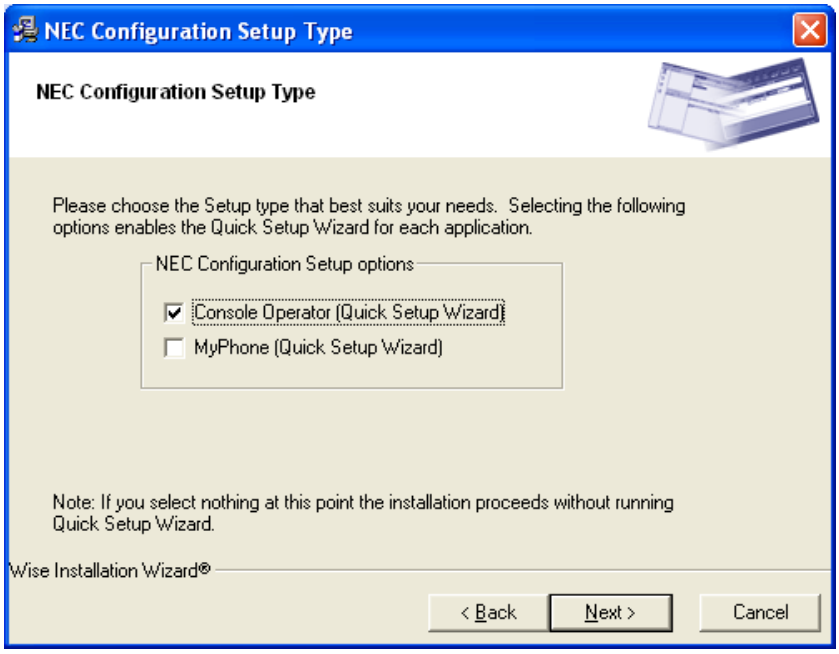
Voice Connect Not Installed

Leave the field blank and click **next** to proceed if NEC Voice Connect is not used.


Get Voice Server Machine Name
Voice Server Machine Name
If NEC Connect Voice will also be installed, please enter the name of the machine where the NEC Connect Voice Server is installed.
This is required to enable IP communication between the NEC Connect Server and the NEC Connect Voice Server.
NEC Connect Voice Server Name:
Wise Installation Wizard®
< Back
Next >
Cancel

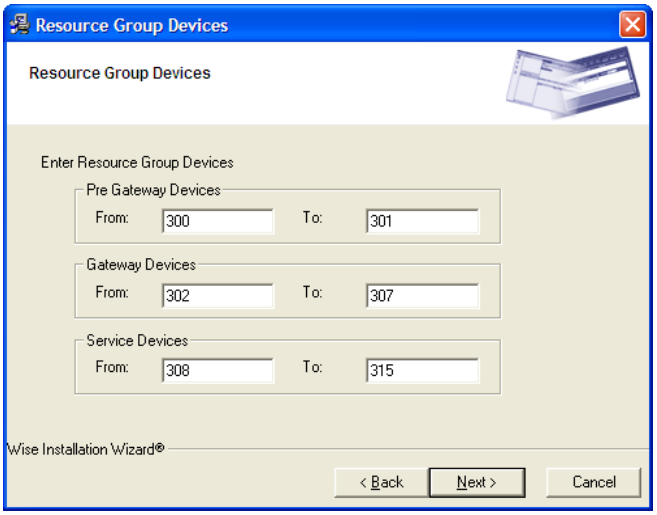
Note: NEC Voice Connect is an additional component and the fields as shown below should only be used where NEC Voice Connect is present.

11) At the following step it is possible to enter the Quick Setup Wizard. This process allows you to specify settings such as Pre-Gateway, Gateway and Service Devices. This setup assumes you will be using the Console Operator Quick Setup Wizard, click **next** to continue.

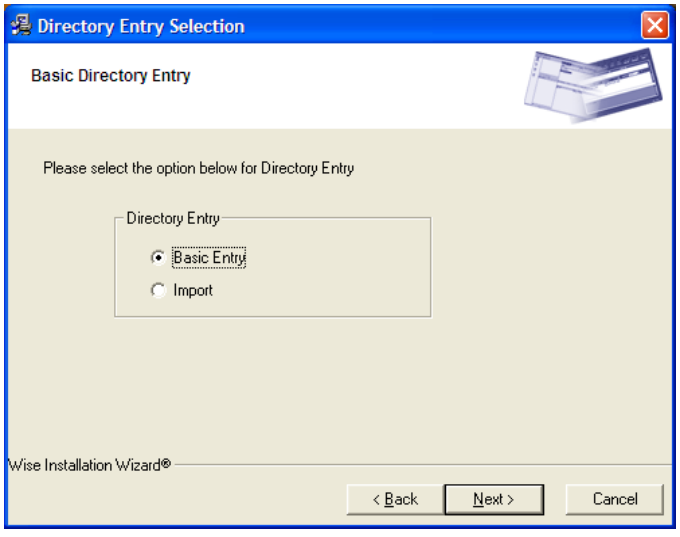

NEC Configuration Setup Type
NEC Configuration Setup Type
Please choose the Setup type that best suits your needs. Selecting the following options enables the Quick Setup Wizard for each application.
NEC Configuration Setup options
Console Operator (Quick Setup Wizard)
MyPhone (Quick Setup Wizard)
Note: If you select nothing at this point the installation proceeds without running Quick Setup Wizard.
Wise Installation Wizard®
< Back
Next >
Cancel

12) You are now required to enter the Resource Group Devices. Assuming you have followed the example within this installation manual under **Page 12** (15-01 Basic Extension Settings), the following extensions can be used. Click **next** to continue.

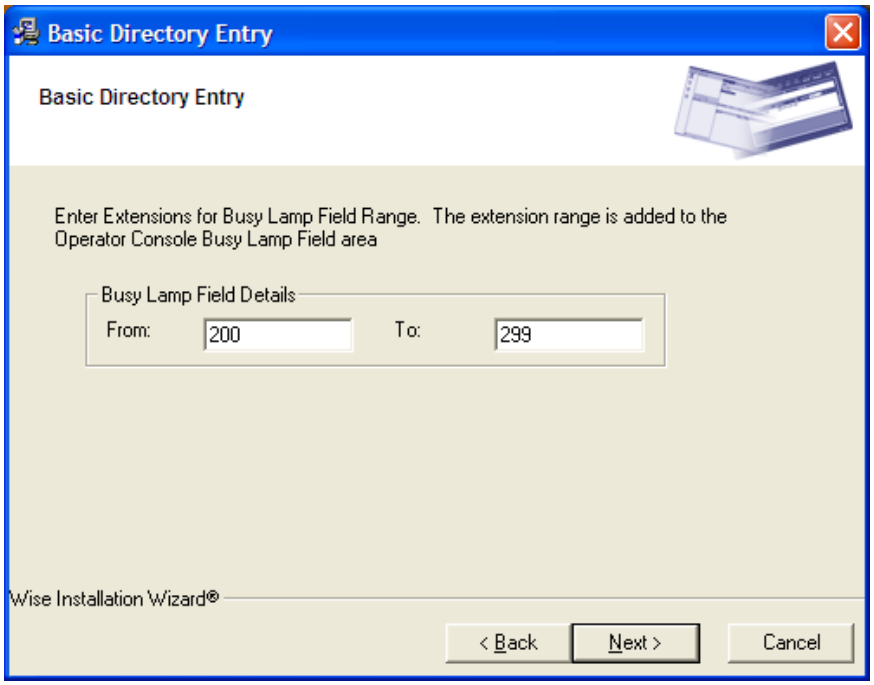
	Extension
Pre-GW Devices	300-301
Gateway Devices	302-307
Service Devices	308-315



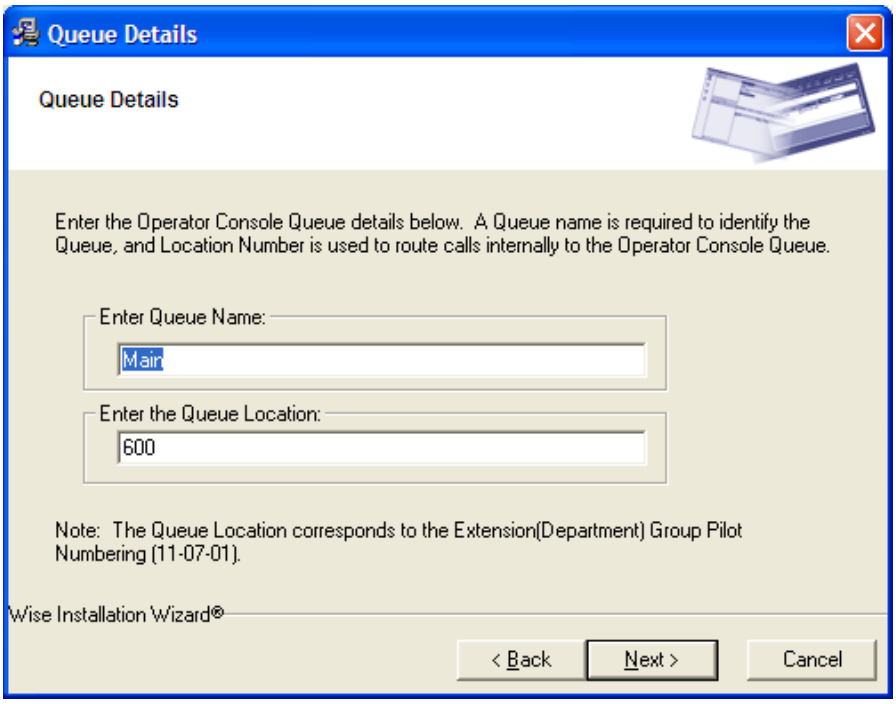
13) The following screen prompts you to create the Main Directory which is made available to the Operator. The two options permit you to make Basic Entry or Import the Directory later using **NEC Connect Administration**. To import the PC Programming directory see Import PC Pro Directory under CT Gateway Configuration.



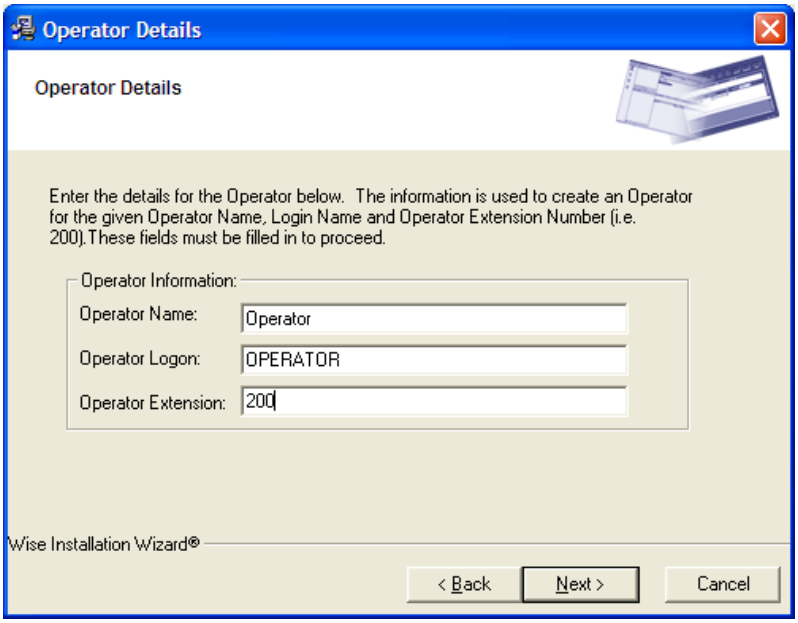
14) The Basic Entry requires you to enter a range of extension numbers which are created inside the Main Directory (i.e. Ext 201-299)



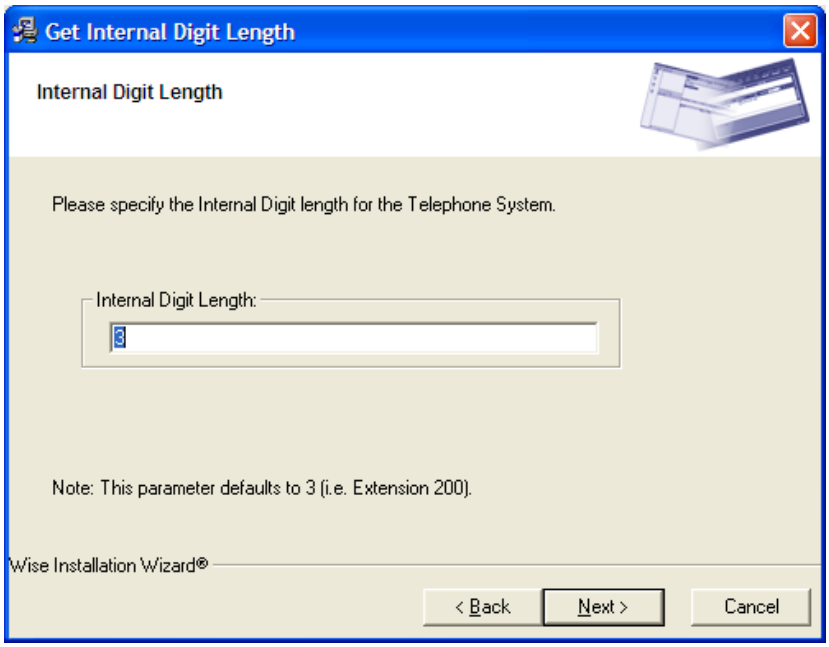
15) At the following prompt you must now create the default Operator Queue. The parameters are defaulted but may be changed where required. The Queue name is used to identify the name to the Operator. The Queue Location should also be changed if required, and should correspond to **Page 12** (11-07 Extension Group Pilot Numbering). This step only facilitates adding a single queue; additional queues may be added using NEC Connect Administration.


Queue Details
Queue Details
Enter the Operator Console Queue details below. A Queue name is required to identify the Queue, and Location Number is used to route calls internally to the Operator Console Queue.
Enter Queue Name:
Main
Enter the Queue Location:
600
Note: The Queue Location corresponds to the Extension(Department) Group Pilot Numbering (11-07-01).
Wise Installation Wizard®
< Back
Next >
Cancel

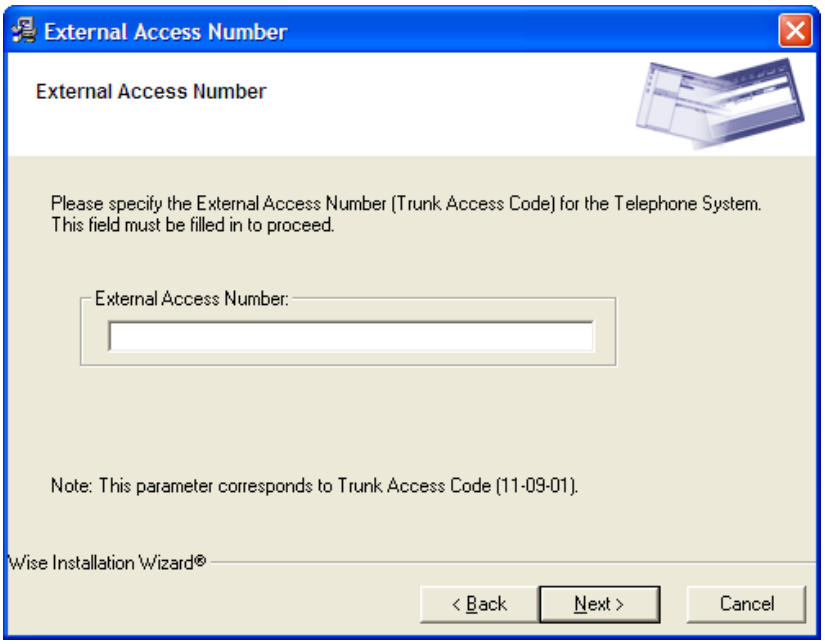
16) The Operator details screen requires you to insert the **Operator Name**, **Logon name** and **Operator Extension**. Default values are provided, however it is possible to change these where required. This install assumes the Operator logon using logon name 'Operator' and extension '200'. Enter the values and click **next** to proceed.


Operator Details
Operator Details
Enter the details for the Operator below. The information is used to create an Operator for the given Operator Name, Login Name and Operator Extension Number (i.e. 200). These fields must be filled in to proceed.
Operator Information:
Operator Name:
Operator
Operator Logon:
OPERATOR
Operator Extension:
200
Wise Installation Wizard®
< Back
Next >
Cancel

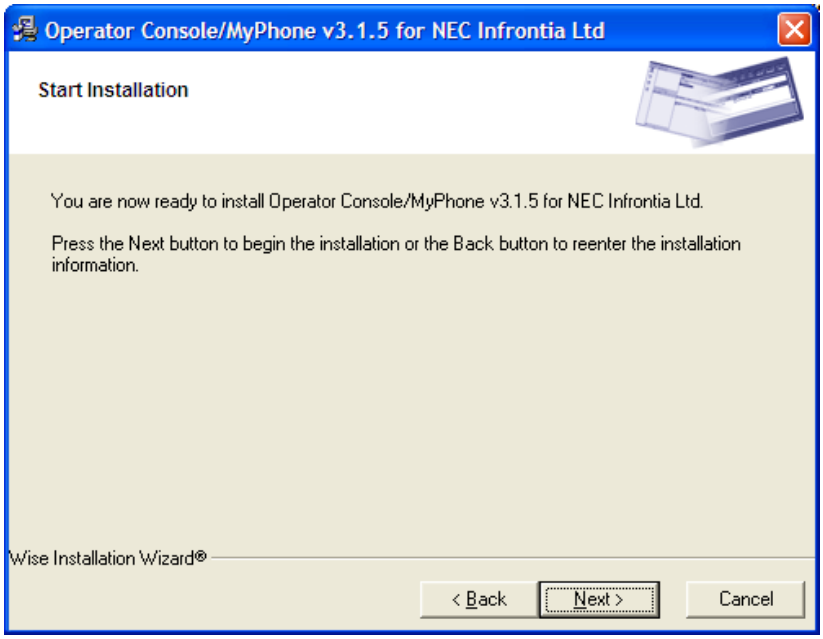
17) The Internal Digit Length of the Telephone System is required. This value defaults to 3, but can be changed where required. This parameter is used to determine when the External Access Number is required on out dialing.


Get Internal Digit Length
Internal Digit Length
Please specify the Internal Digit length for the Telephone System.
Internal Digit Length:
3
Note: This parameter defaults to 3 (i.e. Extension 200).
Wise Installation Wizard®
< Back
Next >
Cancel

18) The External Access Number is required at the following point. This parameter corresponds to the Trunk Access Code (i.e. 9), and is used to automatically seize a Trunk when an Operator dials a number which exceeds the Internal Digit Length specified previously.

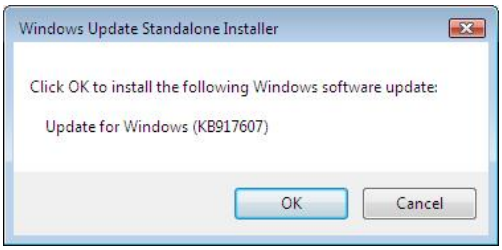

External Access Number
External Access Number
Please specify the External Access Number (Trunk Access Code) for the Telephone System. This field must be filled in to proceed.
External Access Number:
Note: This parameter corresponds to Trunk Access Code (11-09-01).
Wise Installation Wizard®
< Back
Next >
Cancel

19) The Installation is now ready to proceed. Click **next** to continue, or **back** to review settings. The installation normally takes several minutes to complete.

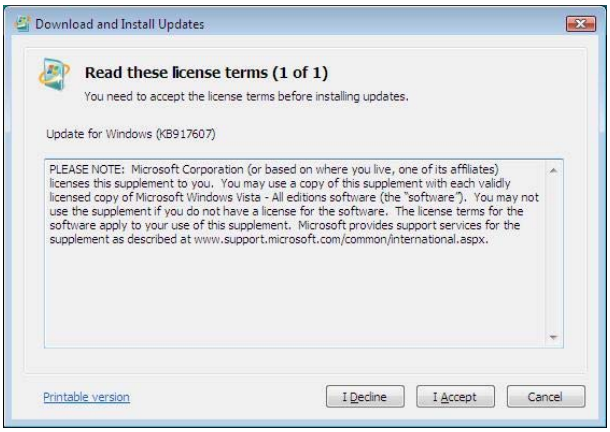

Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Start Installation
You are now ready to install Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd.
Press the Next button to begin the installation or the Back button to reenter the installation information.
Wise Installation Wizard®
< Back
Next >
Cancel

Note! The Windows Help program is no longer included in Windows Vista. Installing the Server Side application also installs the Windows Help program. This is only applicable when installing the Server Side application to Windows Vista.

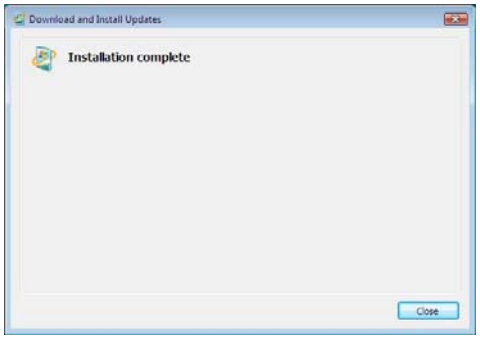
20a) Click OK to install the Windows Software update (Windows Help Program).



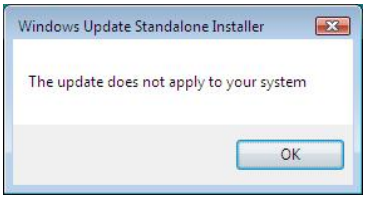
20b) Select I Accept to the License terms.


Download and Install Updates
Read these license terms (1 of 1)
You need to accept the license terms before installing updates.
Update for Windows (KB917607)
PLEASE NOTE: Microsoft Corporation (or based on where you live, one of its affiliates) licenses this supplement to you. You may use a copy of this supplement with each validly licensed copy of Microsoft Windows Vista - All editions software (the "software"). You may not use the supplement if you do not have a license for the software. The license terms for the software apply to your use of this supplement. Microsoft provides support services for the supplement as described at www.support.microsoft.com/common/international.aspx.
Printable version
I Decline
I Accept
Cancel

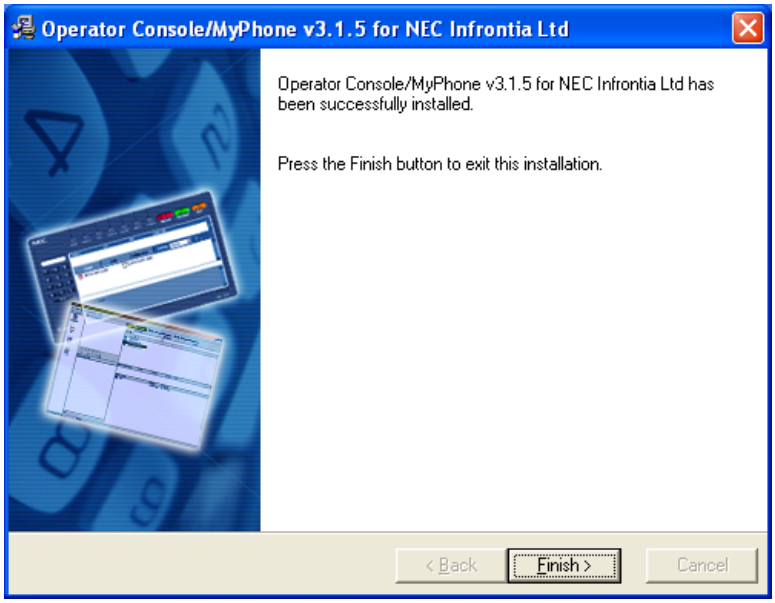
20c) Click Close once the Installation is complete



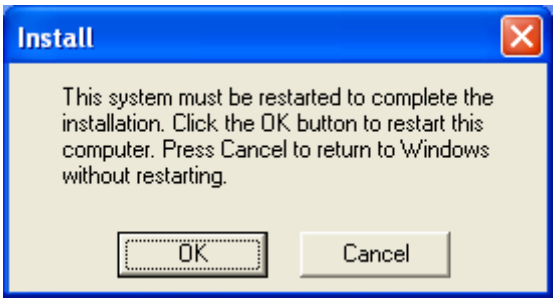
Note! Where the Windows Help is already installed, the following message will appear. Click OK to proceed with installation.



21) Once the Installation completes, click the **Finish** button to exit.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd has been successfully installed.
Press the Finish button to exit this installation.
< Back
Finish >
Cancel

22) When prompted to Restart, either click **OK** or if you prefer to restart later select **cancel**.


Install
This system must be restarted to complete the installation. Click the OK button to restart this computer. Press Cancel to return to Windows without restarting.
OK
Cancel

On completion of the Server Side install the NEC Connect Server should be active on reboot of the PC. See **NEC Connect Server Startup** for further details.

Windows Operator Console Installation

Requirements

The Easy Installation may also be used to install the Windows Operator Console onto Client PC's.

Before you install the Windows Operator Console you should ensure that the **NEC Connect CT Server** is installed and running. For instructions on how to do this you should refer to previous sections of this Manual.

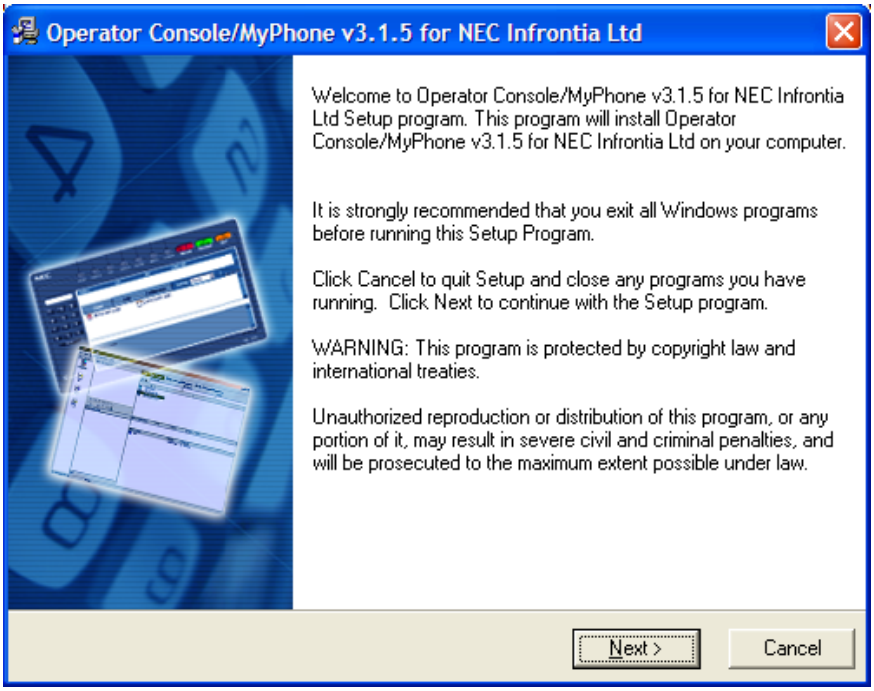
Installation

1) Insert the Aspire Technical CD into the computer's drive.

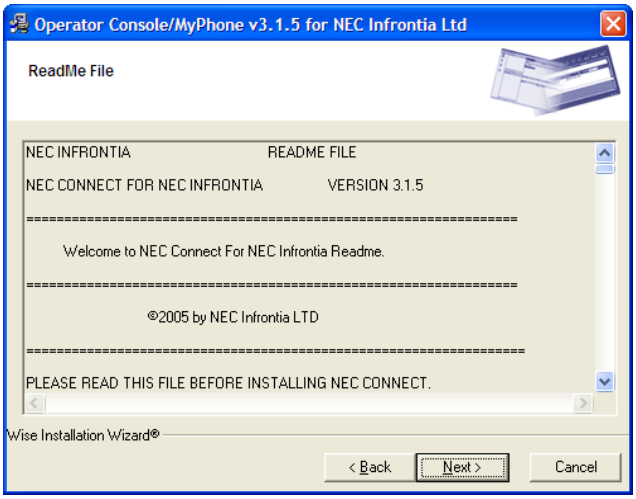
2) Click Start/Run from the Windows Start Menu and Browse to <cdrom drive>:\Aspire Applications\Aspire CTI Application\Console and MyPhone\setup.exe, where <cdrom drive> is your Cdrom Drive letter.

Note: Where Windows Vista and User Account Control are used you must select Allow to proceed.

3) The Computer will start the Installation Wizard prompting you with the following Welcome screen; click **next**.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Welcome to Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd Setup program. This program will install Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

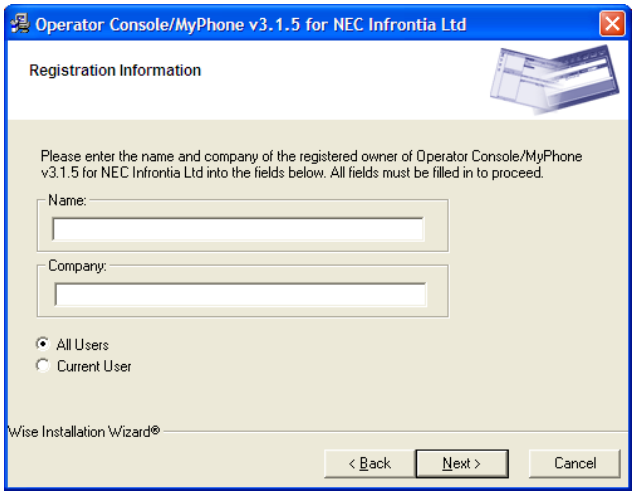
4) Read the ReadMe file carefully. Click **next** to continue.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
ReadMe File
NEC INFRONTIA README FILE
NEC CONNECT FOR NEC INFRONTIA VERSION 3.1.5
Welcome to NEC Connect For NEC Infrontia Readme.
©2005 by NEC Infrontia LTD
PLEASE READ THIS FILE BEFORE INSTALLING NEC CONNECT.
Wise Installation Wizard®
< Back
Next >
Cancel

5) Read the License Agreement carefully. If you agree to the terms stated in the license, select **I Agree** to continue the Installation. Note: If you choose **I Disagree** the program setup exits.

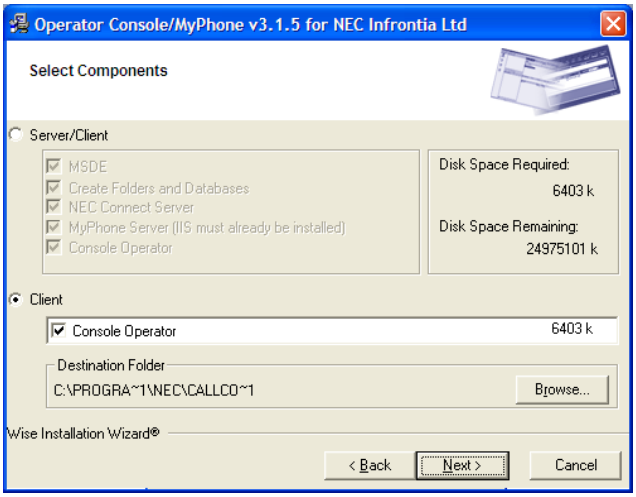
Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Licence Agreement
NEC INFRONTIA SOFTWARE
LICENSE
NEC Infrontia Corporation 2005 . All Rights Reserved
This program is protected by UK and international copyright laws.
Any unauthorised reproduction or distribution of this software or any portion of it may result in civil or criminal action being taken against the offender.
Wise Installation Wizard®
I Agree
I Disgree
Cancel

6) Enter the Name and Company of the registered owner of NEC Connect Server, click **next** to proceed. All fields must be completed to proceed.

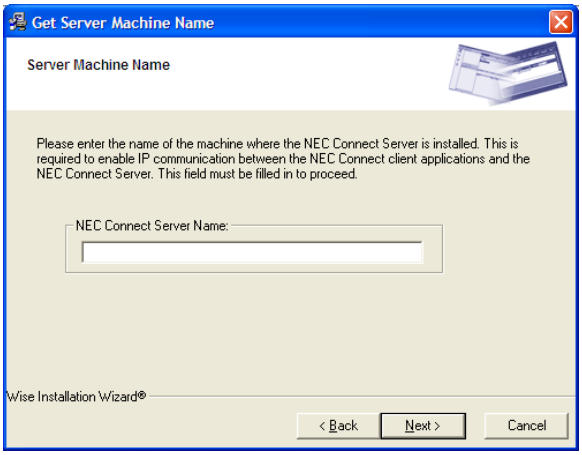

Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Registration Information
Please enter the name and company of the registered owner of Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd into the fields below. All fields must be filled in to proceed.
Name:
Company:
All Users
Current User
Wise Installation Wizard®
< Back
Next >
Cancel

7) The next step of the installation allows you to select the relevant Components. This manual assumes a typical installation as in Example A, under Server/Client PC Requirements.

By default the **Server/Client** radio button is selected, select the **Client** radio button and click next to continue.

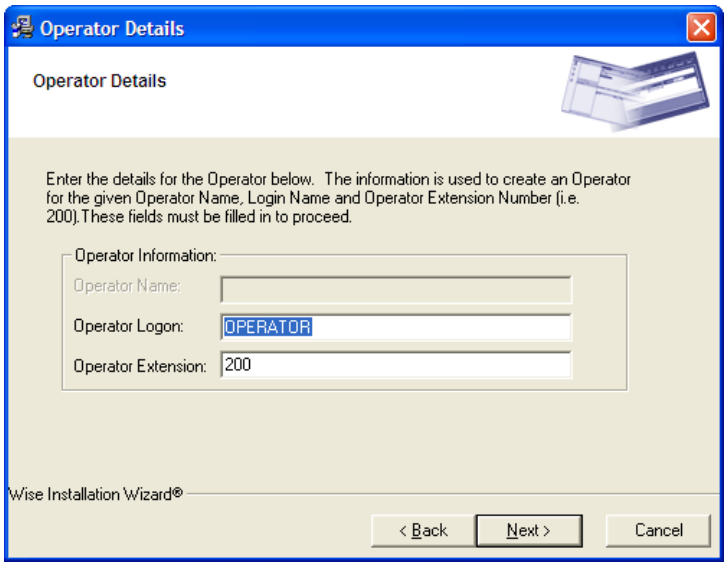


8) Insert the Hostname or IP Address of the PC running the NEC Connect Server application. This field must be filled in to proceed.

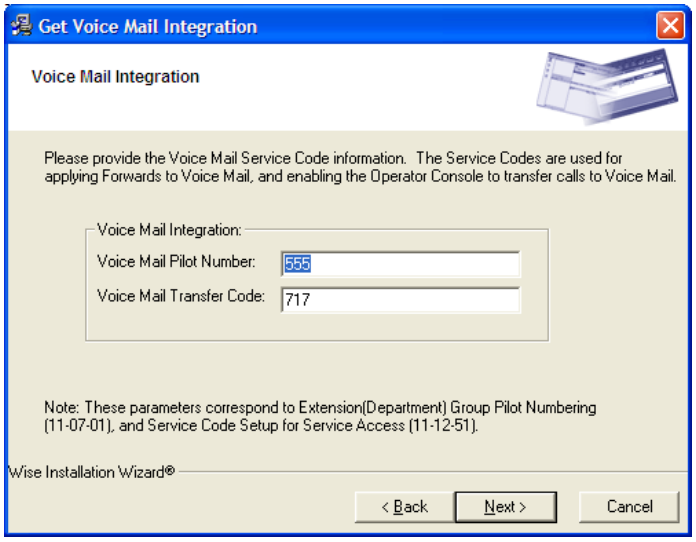

Get Server Machine Name
Server Machine Name
Please enter the name of the machine where the NEC Connect Server is installed. This is required to enable IP communication between the NEC Connect client applications and the NEC Connect Server. This field must be filled in to proceed.
NEC Connect Server Name:
Wise Installation Wizard®
< Back
Next >
Cancel

Note: To verify the Computer Name under Windows, locate the My Computer/Computer icon. Right click the icon and select Properties, locate the Full Computer Name under the Computer Name tab.

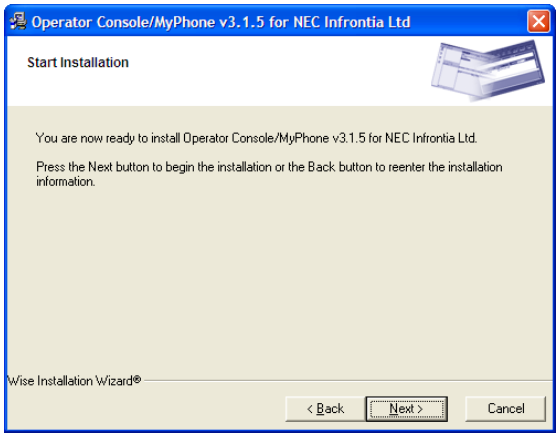
9) The Operator Details screen allows you to enter the Operator Logon name and Operator Extension to which will be used to Login.


Operator Details
Operator Details
Enter the details for the Operator below. The information is used to create an Operator for the given Operator Name, Login Name and Operator Extension Number (i.e. 200).These fields must be filled in to proceed.
Operator Information:
Operator Name:
Operator Logon:
OPERATOR
Operator Extension:
200
Wise Installation Wizard®
< Back
Next >
Cancel

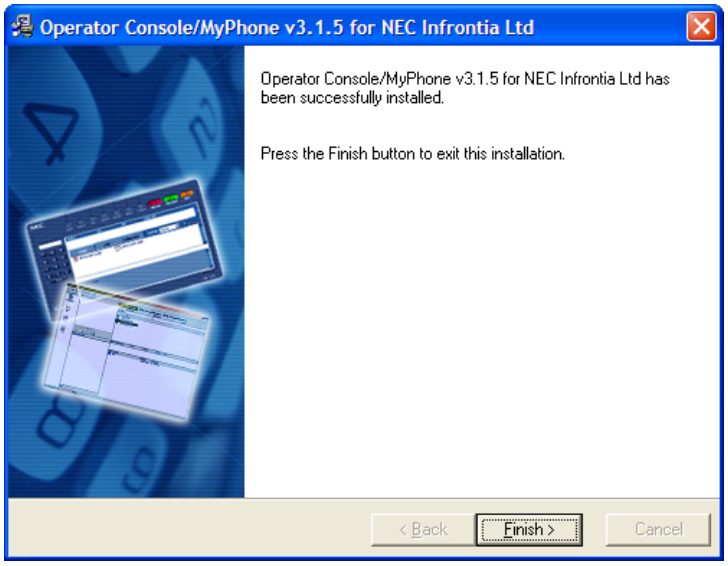
10) The Voice Mail Integration allows the Operator to transfer calls to Voice Mail, as well as forwarding extensions to Voice Mail within the BLF.


Get Voice Mail Integration
Voice Mail Integration
Please provide the Voice Mail Service Code information. The Service Codes are used for applying Forwards to Voice Mail, and enabling the Operator Console to transfer calls to Voice Mail.
Voice Mail Integration:
Voice Mail Pilot Number:
555
Voice Mail Transfer Code:
717
Note: These parameters correspond to Extension(Department) Group Pilot Numbering (11-07-01), and Service Code Setup for Service Access (11-12-51).
Wise Installation Wizard®
< Back
Next >
Cancel

11) The Installation now has enough information to proceed, click next to proceed.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Start Installation
You are now ready to install Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd.
Press the Next button to begin the installation or the Back button to reenter the installation information.
Wise Installation Wizard®
< Back
Next >
Cancel

12) On completion of install the following screen appears.


Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd
Operator Console/MyPhone v3.1.5 for NEC Infrontia Ltd has been successfully installed.
Press the Finish button to exit this installation.
< Back
Finish >
Cancel

Additional NEC Connect CT Server Configuration

General Description

After successfully installing the Server side application it is now possible to make further configuration where required using the NEC Connect Administration. This allows you to assign the Queuing/Service extensions and generate additional Queues and Logins for the Operator position(s).

Note: In order to apply any changes made using NEC Connect Administration you must Stop/Start the NEC Connect Server application. See **CTServer Startup** for further details.

Note: Further information on configuration parameters can be found within the NEC Connect Administration On-Line Help.

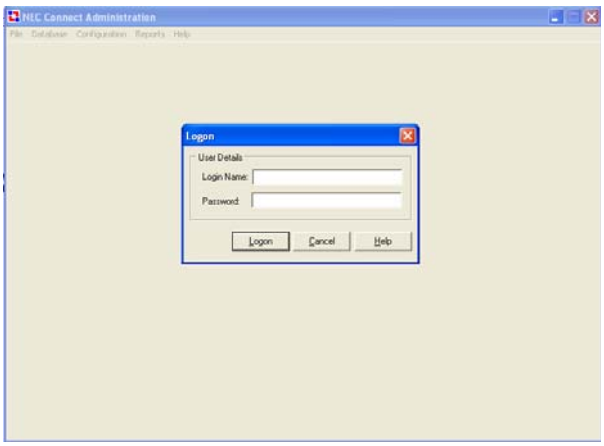
CTServer Configuration

Login Details to NEC Connect Administration

In order to make any configuration changes via the NEC connect Administration utility you are required to enter Login details.

1) Enter NEC Connect Administration which is accessible under **Start/Programs/NEC Connect/NEC Connect Administration**. This is also accessible via Windows Desktop.

2) Select File/Logon, the Logon/User Details box appears.



The default Login Name and Password are defined below:

Login Name	NECAdmin
Password	NECAdmin

Note: It is also possible to change the NECAdmin password, by clicking File/Change Password.

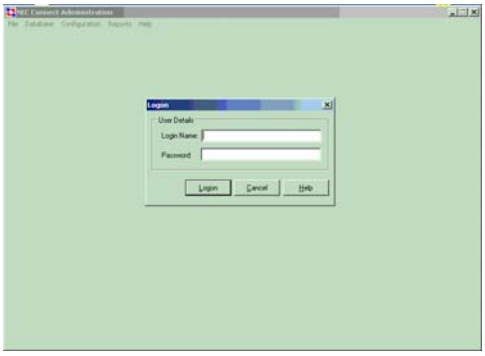
CT Gateway Configuration

The following section details configuration parameters within the NEC Connect CT Server. The relevant parameters are already configured during the install, but it is possible to make changes to the configuration within this section.

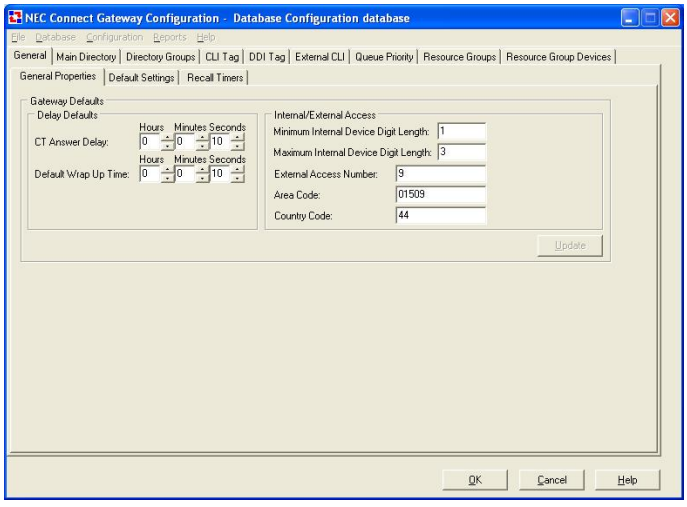
This section assumes that you have already installed the Aspire TSP and programmed the Aspire NTCPU Network settings and External Equipment Settings. It also assumes you have configured the Aspire according to parameters covered in **Section 2 – Aspire Configuration** and installed the Server side applications according to **Section 3 – Server Side Installation**.

1) If you are not already in NEC Connect Administration you can enter via **Start/Programs/NEC Connect/NEC Connect Administration**. This is also accessible via Windows Desktop if the icon was added during installation.

2) Login to NEC Connect Administration. (See **Login Details to NEC Connect Administration**)



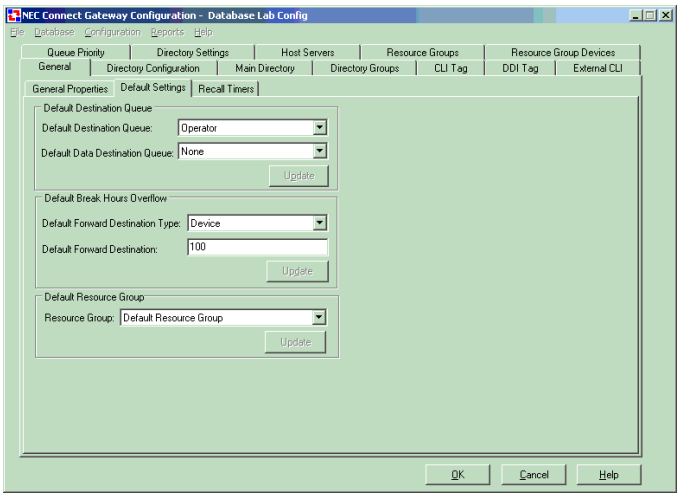
3) Select **Configuration/CT Gateway** under NEC Connect Administration, which takes you to the following screen.



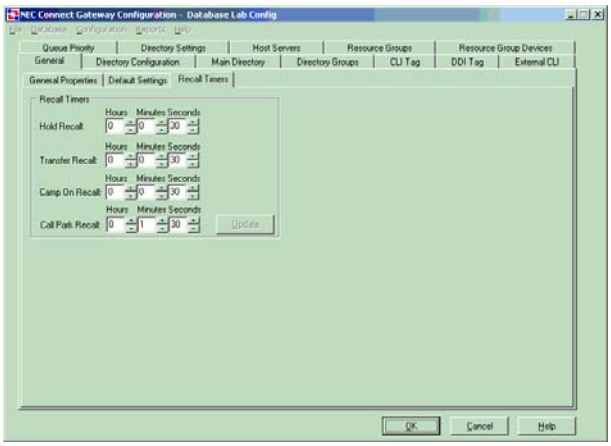
4) Observe the Maximum Internal Device Digit Length and External Access Number/Trunk Access Code added during installation.

Note 1: The default setting for the Aspire is **3** digits (Ext 200).
Note 2: The default setting for the Aspire is **9**, which can be verified in Aspire Programming **11-09-01 Trunk Access Code**.

5) Select on the **Default Settings** tab under General, note the Default Destination Queue is the Queue entered during install. It is possible to amend this where you have multiple queues. The Default Destination Queue acts as a 'Catch All', ensuring that any calls routed without Call Filter assignments are still routed.

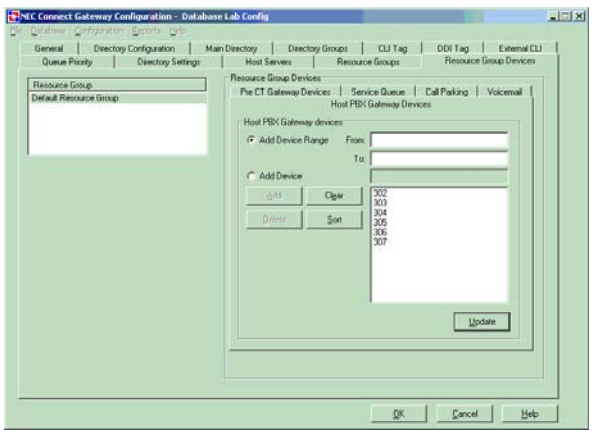


6) Select the **Recall Timers** tab under General. You should note the Recall Timers assigned to the Operator(s). Any calls that are routed to the Operator Console follow the Recall timers within this configuration area. The Aspire does not have any control over calls that enter the NEC Connect Server application.

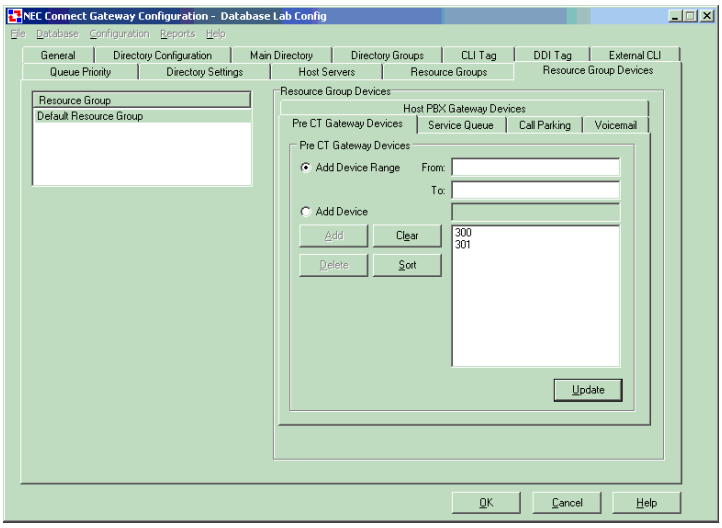


7) Select **Resource Group Devices**, which takes you to the Host PBX Gateway Devices.

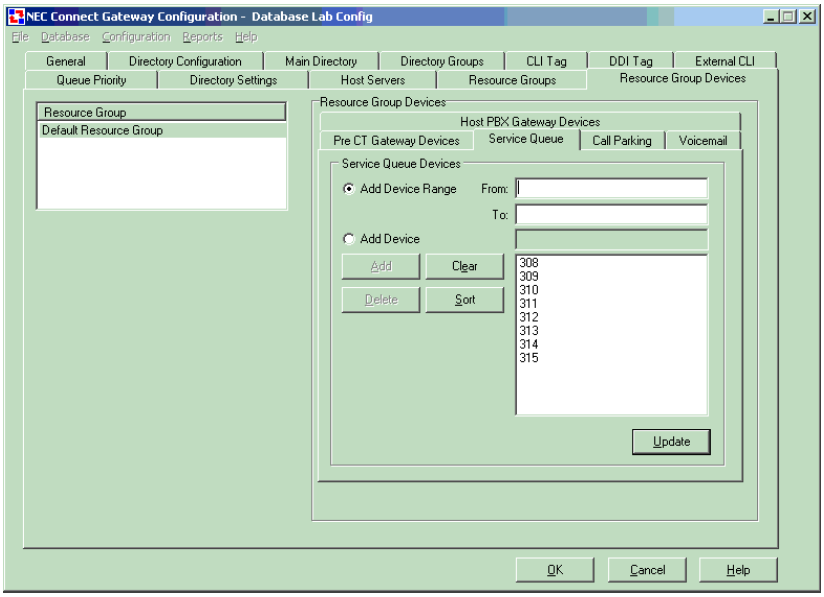
The Resource Group Devices enables you to assign the required Queuing ports previously configured on the Aspire. Note the previously added Devices during install.



8) Select the Pre CT Gateway Devices tab under Resource Group Devices. This tab allows you to modify Pre Gateway devices that were added during the install.



9) Select the Service Queue tab under Resource Group Devices. Observe the Service Queue Devices added during installation.



Importing PC Programming Directory

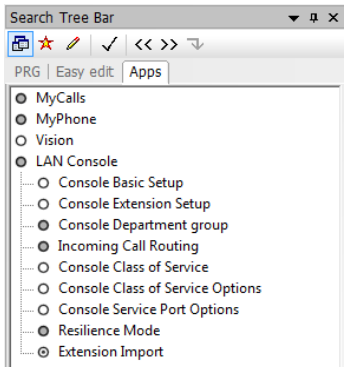
It is possible to import the extension name and number information from Aspire PC Programming into the Main Directory of the Operator Console.

This procedure requires Microsoft Excel and Aspire PC Programming (Minimum v7.12) and Aspire PC Pro Easy Edit (Minimum v1.09).

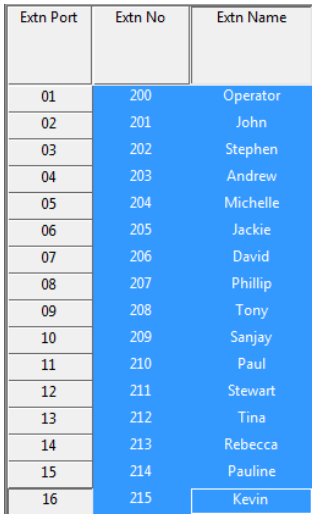
Highlighting the Extensions from Aspire PC Programming

1) Open Aspire PC Programming and a valid configuration file.

2) Go to the Apps/Extension Import.



3) Highlight the extension numbers/names you wish to import and copy using CTL + C.

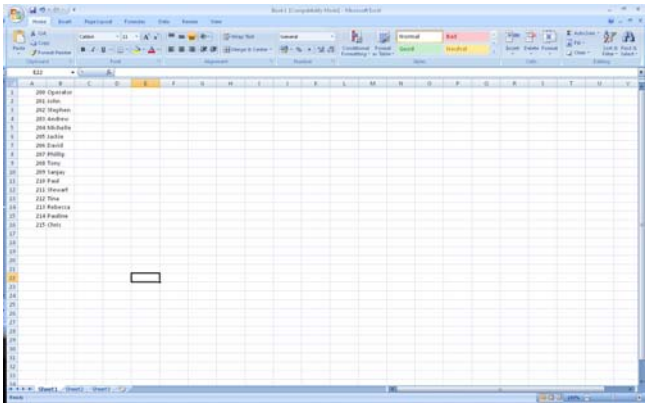


Extn Port	Extn No	Extn Name
01	200	Operator
02	201	John
03	202	Stephen
04	203	Andrew
05	204	Michelle
06	205	Jackie
07	206	David
08	207	Phillip
09	208	Tony
10	209	Sanjay
11	210	Paul
12	211	Stewart
13	212	Tina
14	213	Rebecca
15	214	Pauline
16	215	Kevin

Inserting cells into Microsoft Excel

1) Open Microsoft Excel and a Blank Workbook

2) Paste the cells from Aspire PC Programming, selecting either Edit/Paste or CTL + V.

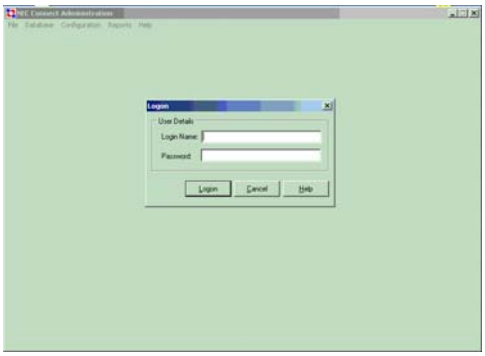


3) Click File/Save and save to appropriate location (i.e PhoneDirectory.xls)

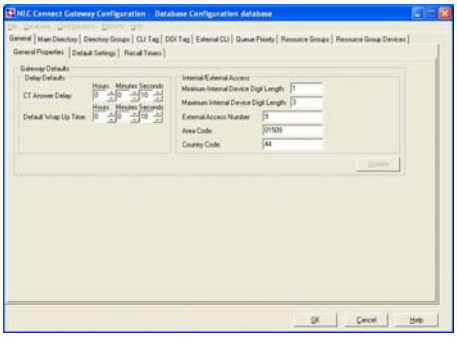
Importing XLS file into Main Directory

1) If you are not already in NEC Connect Administration you can enter via **Start/Programs/NEC Connect/NEC Connect Administration**. This is also accessible via Windows Desktop if the icon was added during installation.

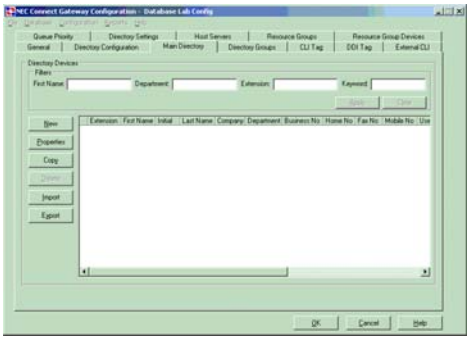
2) Login to NEC Connect Administration. (See **Login Details to NEC Connect Administration**)



3) Select **Configuration/CT Gateway** under NEC Connect Administration, which takes you to the following screen.

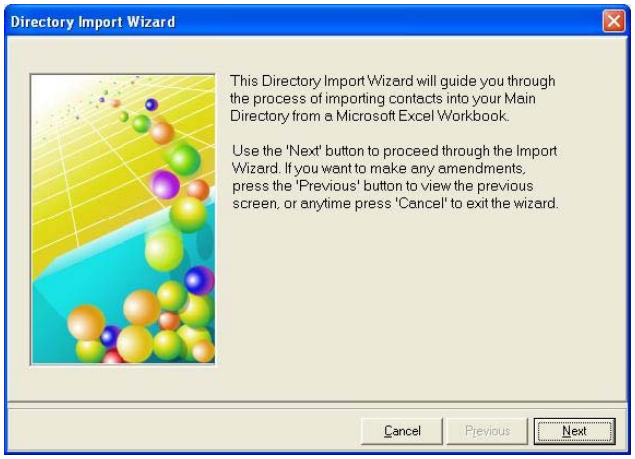


4) Select the **Main Directory** tab, and click Import.

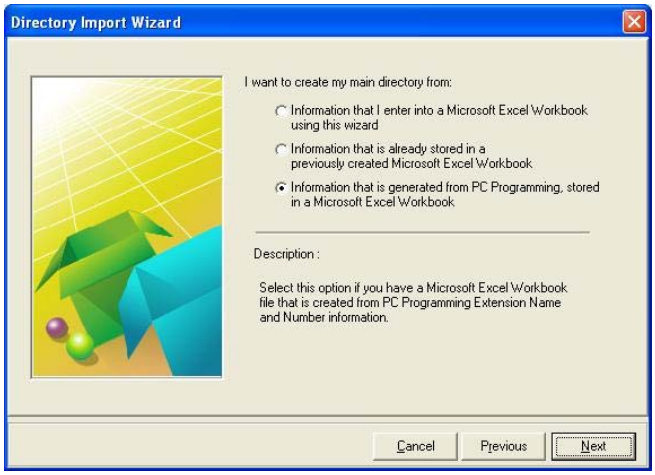


5) Select the Wizard radio button and click import.

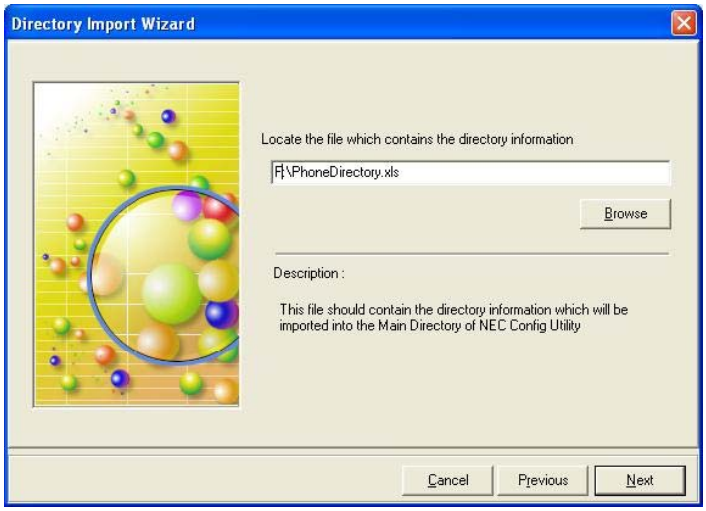
6) Select Next after reading the Import Wizard guide.


Directory Import Wizard
This Directory Import Wizard will guide you through the process of importing contacts into your Main Directory from a Microsoft Excel Workbook.
Use the 'Next' button to proceed through the Import Wizard. If you want to make any amendments, press the 'Previous' button to view the previous screen, or anytime press 'Cancel' to exit the wizard.
Cancel
Previous
Next

7) Select the option 'Information that is generated from PC Programming, stored in a Microsoft Excel Workbook'. Click Next to proceed.

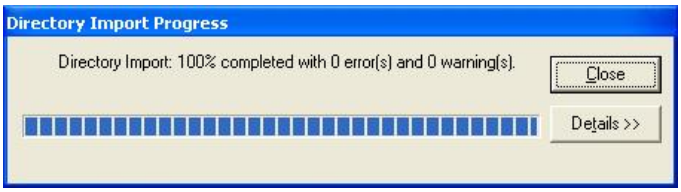

Directory Import Wizard
I want to create my main directory from:
Information that I enter into a Microsoft Excel Workbook using this wizard
Information that is already stored in a previously created Microsoft Excel Workbook
Information that is generated from PC Programming, stored in a Microsoft Excel Workbook
Description :
Select this option if you have a Microsoft Excel Workbook file that is created from PC Programming Extension Name and Number information.
Cancel
Previous
Next

8) Locate the Excel file created earlier and click Next.


Directory Import Wizard
Locate the file which contains the directory information
F:\PhoneDirectory.xls
Browse
Description :
This file should contain the directory information which will be imported into the Main Directory of NEC Config Utility
Cancel
Previous
Next

9) Confirm the selected fields and click Finish.

10) Allow the import to complete and select Close.

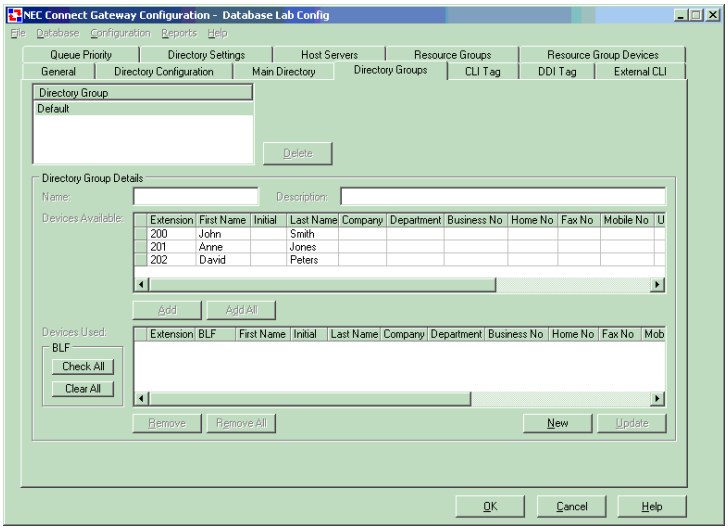


Assign the Directory to the Operator

1) Select the **Directory Groups** tab and observe the Default Directory Group.

The Default Directory Group consists of the Main Directory created in the previous step. The Directory group features enables the Console Application to have flexible Directory groups to accommodate multi-tenant, multi-department scenarios. The Default Directory Group must be assigned to the Operator login, otherwise the Operator will not be able view the Directory created in the previous step.

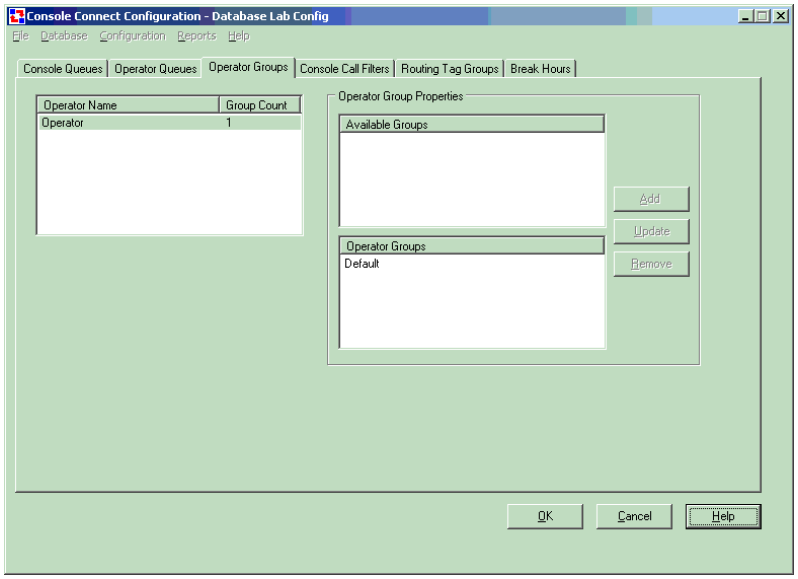
This section describes only utilizing the Default Directory Group. Additional help on Directory Groups is available within the On-Line Help of NEC Connect Administration.



2) Click OK to exit the CT Gateway Configuration.

3) Click **Configuration/Console Connect**, this takes you to the first tab within **Configuration/Console Connect** 'Console Queues'.

4) Click the **Operator Groups** tab. This is the area in which you assign the Default Directory group to the Operator(s). Once the Directory Group has been assigned to the Operator(s), the Directory Group is displayed to the Operator when logged in.



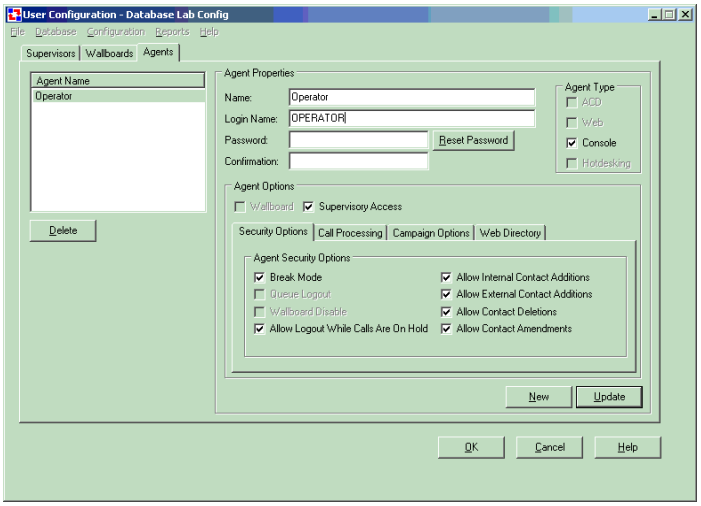
User Configuration

1) Click Configuration/Users. This area stores all type of users available within NEC Connect Server. In order to create additional Operator User Accounts, you should select the Agent Tab.

2) Observe the Operator user account created by the Installation.

3) Click New, and select Console as Agent Type. User parameters and an example of parameters to enter for the Operator User account are detailed below.

Parameter	Detail	Example Setting
Name	Operator Name	Operator Two
Login Name	Operator Login Name	OPERATOR2
Password	Operator Password, case sensitive.	password
Supervisory Access	The Operator can change the display settings and preferences within the Operator Application	Enabled
Break Mode	Allows the Operator to go unavailable or take breaks	Disabled
Allow Logout while Calls are on Hold	Allows the Operator to Logout if calls are on Hold within the Operator application	Disabled
Allow Internal Contacts Additions	This option allows the Operator to add new contacts in the Internal Directory within the Operator Application.	Enabled
Allow External Contacts Additions	This option allows the Operator to add new contacts in the External Directory within the Operator Application.	Enabled
Allow Contact Deletion	This option allows the Operator to delete contacts both from the Internal and External Directory within the Operator Application	Enabled
Allow Contact Amendments	This option allows the Operator to amend contacts both from the Internal and External Directory within the Operator Application	Enabled



4) Click Update, then OK to create Operator Login based on information supplied.

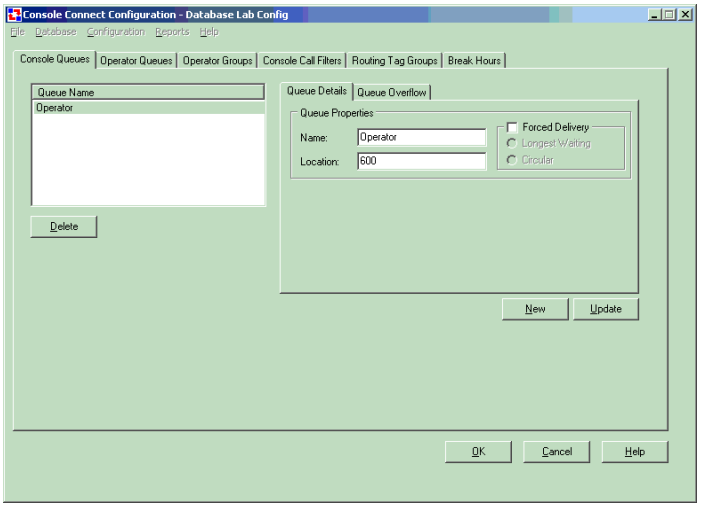
Console Connect Configuration

1) Click **Configuration/Console Connect**, this takes you to the first tab within **Configuration/Console Connect** 'Console Queues'.

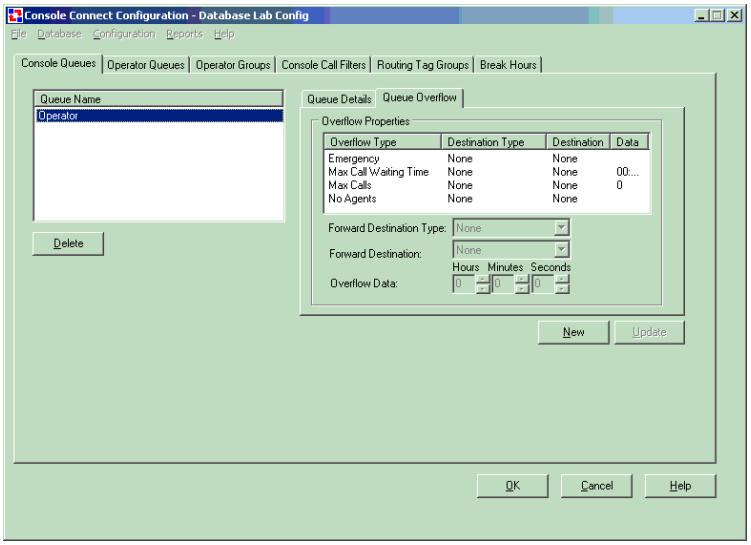
2) The Queue Details tab is the area in which Operator Queues can be created/amended/deleted. Operator Queues are the location in which calls are queued for the Operator. The Queue can also be assigned to the Operator, in order that any calls routed to the Queue are offered to the Operator to which they are assigned.

The Queue name is displayed within the Operator Application as calls are answered, so a meaningful name may be helpful.

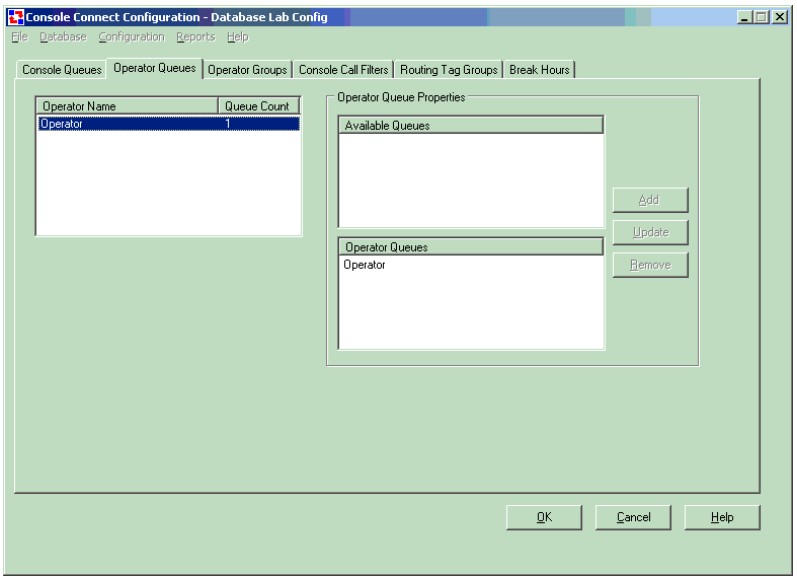
The Location Number corresponds to the Pilot Number of the STG created earlier in the **Aspire Configuration** section of the manual. Following the example given, Location number '600' corresponds to the Pilot Number of the first group.



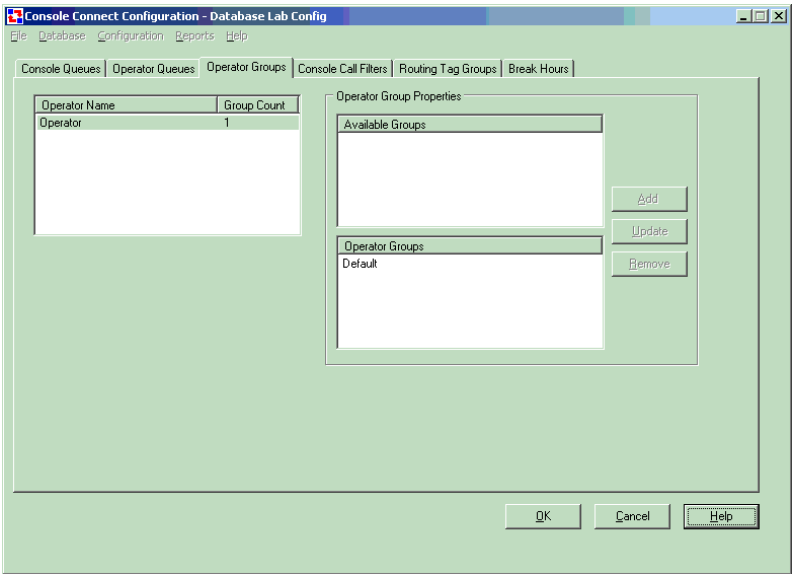
3) Click the **Queue Overflow** tab. The Queue Overflow is the area in which calls routed to the specific Queue(s) may be overflowed out based on conditions. Queue Overflow conditions are explained fully within the NEC Connect Administration On-Line Help under **Configuration/Console Connect/Console Queues**.



4) Click the **Operator Queues** tab. This is the area in which you can assign the Operator to the Operator Queue. Operators will receive only the call for the Operator Queues that have been allocated to them.



5) Click the **Operator Groups** tab. This is the area in which you assign the Directory group previously created in the CT Gateway Configuration. Once the Directory Group has been assigned to the Operator, the Directory Group is displayed to the Operator when logged in.



6) Click the **Console Call Filters** tab. The Console Filters area is where you configure CLI/DDI routing assignment against the Operator Queues. This area is essential to the call routing, as unless CLI/DDI filters are created calls will follow the 'catch all' Default Destination Queue.

The following table describes options available for creating Console Call Filters.

Item	Description
Number	Number used to assign Filter to applicable Queue. Where DDI number is used, the number should be entered with the same digit range sent by the Network Provider (i.e. 01509643111 assigned as 643111). Where CLI number is used, the full number should be entered (i.e. 01509643100)
Routing Tag	The Routing Tag is displayed within the Operator Application as the call is routed (i.e. NECi Main Number)
Salutation	A Greeting that is displayed within the Operator Application when the call is answered following the Call Filter
Priority (1-99)	Call Filters may be added with a priority level 1-99 (1 – Highest, 99 – Lowest Priority). Calls routed on Higher Priority level overwrite Lower priority calls.

7) Select the applicable Queue from the list; select the available filter **DDI/DNIS Exact Match Filter**. Click New and enter the details as in the table below, click Update to apply.

Filter Type	DDI / DNIS exact match filter
Resource Group	Default Resource Group
Number	<Your DDI>
Routing Tag	Operator DDI
Salutation	Welcome to <Company Name>, how may I assist you.
Priority	50

8) Click OK to apply changes. Close the NEC Connect Administration.

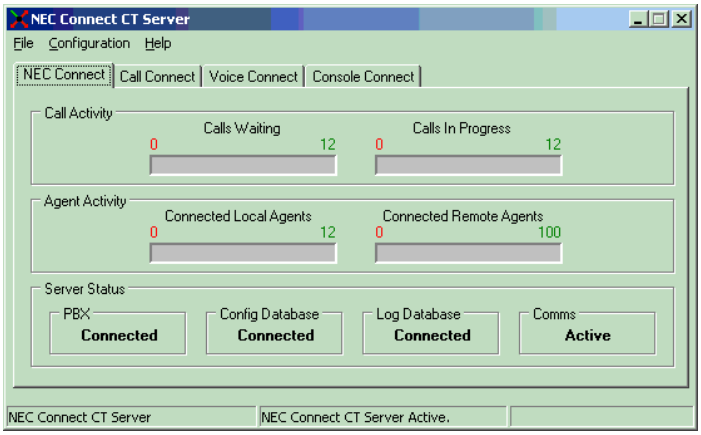
Note: You are required to Stop/Start the NEC Connect Server application to apply any changes made within the NEC Connect Administration. See **CTServer Startup** for further details.

CTServer Startup

The NEC Connect Server is configured for automatic Startup following installation. It is necessary to stop/start the NEC Connect Server following any changes made via NEC Connect Administration. Follow the procedure below for stop/starting the NEC Connect Server application.

1) Enter NEC Connect Server which is accessible under **Start/Programs/NEC Connect/NEC Connect Server**. This is also accessible via Windows Desktop if the icon was added during installation (See **Fig1.21**).

2) In order to Start/Stop the CTServer select **File/Start/Stop ACD Server** under NEC Connect Server. Once Active the Server Status should display **Active**.



Licensing

General Description

By installing the NEC Connect CT Server, a 45 Day evaluation period is created. This enables all surrounding applications (Windows Operator Console), providing you with fully functional Software until the 45 Day evaluation period expires.

During this period it is recommended that you License the NEC Connect CT Server otherwise the surrounding applications (Windows Operator Console) will fail to function once the evaluation period expires.

Each installation of the NEC Connect CT Server generates a unique 8 digit Registration Code (i.e. 1234ABCD).

You are required to send this Registration Code to NEC Infrontia where by Registration Keys be generated in order to License the NEC Connect CT Server.

The registration file is returned to the installation engineer who is then able to successfully register the NEC Connect CT Server.

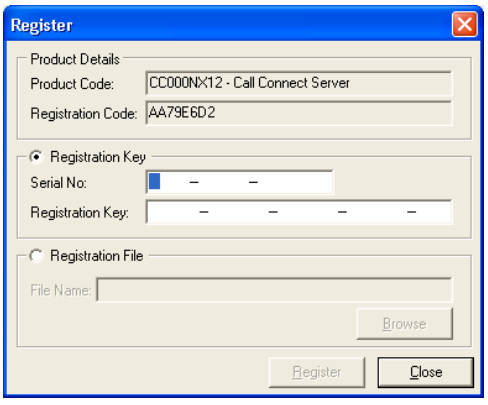
Licensing Procedure

Registration Request

1) Enter NEC Connect Administration which is accessible under **Start/Programs/NEC Connect/NEC Connect Administration**. This is also accessible via Windows Desktop if the icon was added during installation.

2) Click Help/Registration to display Registration Information.

3) Click Register, the following is displayed.



4) Make a note of the Registration Code as this will be required in order to make the request.

5) You are required to send the Registration Code in addition to the following information.

- PO Number to NEC Infrontia Ltd (Original Aspire PO).
- Company Name (End User)
- Company Address (End User)
- NEC Connect CT Server Registration code

This information should be sent to NEC Infrontia Ltd using the following methods.

Note: NEC Infrontia Ltd will not be able to honour license requests unless the information above is provided.

email	registrations@neci.co.uk
Fax	+44 (0) 1509 610206
Telephone	+44 (0) 1509 643100

Registration Procedure

There are two methods for registering the NEC Connect Server, using either registration file (containing keys), or inserting keys manually. An explanation of each method follows.

Registration File

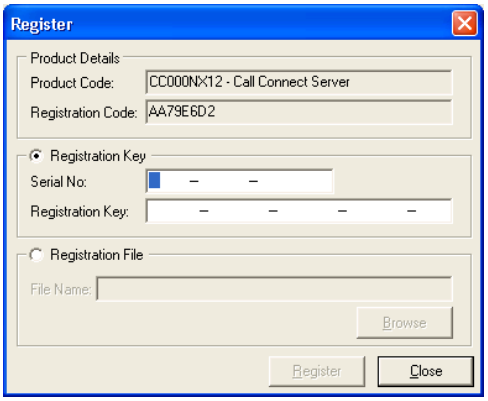
When receiving the registration keys by email, the keys are attached in the email as an .RGF file.

1) Save the .RGF file to a location of your choice.

2) Enter NEC Connect Administration which is accessible under **Start/Programs/NEC Connect/NEC Connect Administration**. This is also accessible via Windows Desktop if the icon was added during installation.

3) Click Help/Registration to display Registration Information.

4) Click Register, the following is displayed.



5) Click on the Registration file radio button.

6) Click on Browse, and browse to the location of the .RGF file that you saved earlier.

7) Select Open.

8) Click on the Register button.

9) Read the License Agreement(s), and select **I Agree**. All modules should now be registered.

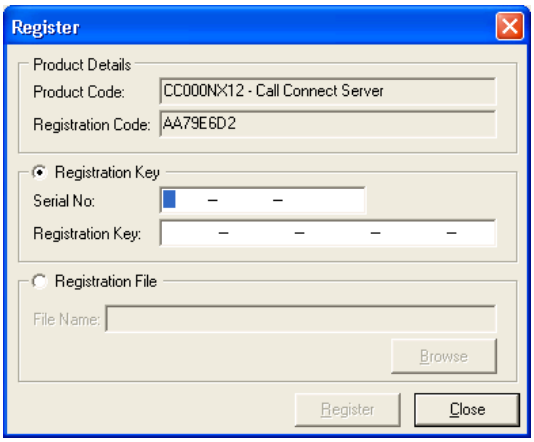
Registration Keys

Where it is not possible to receive the Registration information by file, you may also enter the Registration keys manually.

1) Enter NEC Connect Administration which is accessible under **Start/Programs/NEC Connect/NEC Connect Administration**. This is also accessible via Windows Desktop if the icon was added during installation.

2) Click Help/Registration to display Registration Information.

3) Click Register, the following is displayed.



4) Insert the Serial No, and Registration Key.

5) Click on the Register button.

6) Read the License Agreement(s), and select **I Agree**.

7) Repeat this process until all Serial No's and Registration keys have been entered.

The Software should now be registered.

On successful registration of the NEC Connect Server for use with the Windows Operator Console, the following items will be listed under Registration Information.

Product
Call Connect Server License
Call Connect Server – 25 Console User License
Console Connect – 1 User License

Note: The codes above assume you have purchased/licensed a Single Windows Operator Console.

Note: The NEC Connect CT Server should be stopped and started in order to apply registration keys immediately. If the CT Server is not stopped/started the registration keys are processed at midnight following successful registration.

Supplementary Options

The following section contains additional information for running the Windows Operator Console. These options allow for optimal running and should be followed where possible.

Updates relating to the Windows Operator Console and other CTI applications are normally released in the form of a CTI Technical Publication. We strongly recommend checking for updated CTI Technical Publications prior/during an install for updated information.

The CTI Technical Publications can be found on Bluespheres at the following location:

Bluespheres – CTI Technical Publications (http://cube.necinfrontia.co.uk)

Information/Engineering/CTI Technical Publications

Operator Extension configuration

Line Key Removal

We strongly recommend removing any Line keys that are configured at the Operator's extension. This ensures that calls handled by the Windows Operator Console are correctly routed.

(15-07) – Programming Function Keys

Any function keys configured at the Operator's extension as Line keys (*01, with additional data indicating line key) should be removed.

Headset Operation

A Headset is strongly recommended and can be connected to the Key telephone in conjunction with the Windows Operator Console. The Key telephone should be programmed with a Headset key, and configured within the Aspire TSP configuration. Detailed information on Headset operation can be found in the Aspire Features manual, however the required configuration steps are included here for completeness.

Aspire Configuration

(15-07) – Programming Function Keys

Area	Tel	KY	Data
15-07-01	200	10	05

Note: The following assumes the Operator is logging into extension 200, using Function key 10 as Headset key.

Aspire TSP Configuration

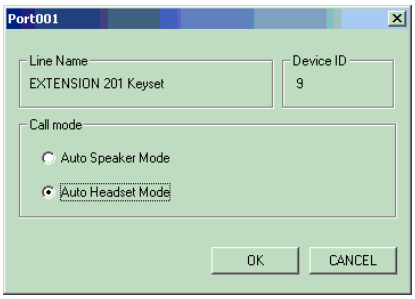
1) Ensure any existing CTI applications are stopped. Assuming the NEC Connect CT Server is active, this should be stopped in order to proceed (See manual stop/start of the NEC Connect CT Server for details).

2) Open Windows Control Panel/Phone and Modem Options.

3) Click Advanced/Aspire Telephony Service Provider.

4) Click Configure and select the Device tab.

5) Select the appropriate Extension (i.e. ext 200) and click Detail, the following is displayed



6) Select the 'Auto Headset' mode radio button.

7) Restart any existing CTI applications (i.e. NEC Connect CT Server).

The Operator's extension is now configured in Auto Headset mode. Any calls that are handled by the Windows Operator Console will be automatically answered using the Headset. This is a static configuration, which means all Operators must use this configuration.

Handset operation

In the case where it is not possible to use Headset to simplify operation, additional configuration is required at the Operator side. This additional configuration disables the Auto Answer feature of the Operator Console so that the Operator is manually required to lift the Handset.

Configuration

1) Ensure the Windows Operator console application is closed.

2) Open the Windows Registry; click Start/Run 'regedit'.

Note: If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system.

3) Navigate to the following location inside the registry:

HKey_Local_Machine\Software\NEC Infrontia\Call Connect\Operator\Defaults

Change the following Value to No (Default Yes)

Auto Connect Calls on my Device = No

Resilience Mode

As the underlying interface connects via PC and Network, the Windows Operator Console may be subject to external influences. Such influences may impact the Windows Operator Console, resulting in loss of service.

Where such a condition arises, the Aspire should be configured with a separate mode of service (Resilience). This mode of service is configured to redirect any DDI's normally directed to the Windows Operator Console, directly to the Operator's extension (i.e. Incoming ring group).

Aspire Configuration

The example contained in this section, assumes defaults modes and table areas on the Aspire. The example assumes that day mode services DDI calls to the Windows Operator Console, and Rest mode services resilience calls. Calls are routed to the Station group for the Windows Operator Console in mode 1 (Day), and directly to the Operator's Extension (Incoming Ring Group 1) in mode 4 (Rest).

(12-07) – Text Data for Night Mode

Area	Mode Group	Mode	Text
12-07-01	1	4	<Resilience>

(22-04) – Incoming Ring Group Setup

It is assumed that Incoming Ring Group 1 contains extension 200 (Operator's extension). Another Ring Group should be configured where required.

Area	INC Group1	Mem.01
22-04-01	1	200

(22-10) – Dial-in Conversion Table Area Setup

Assuming Area 1 (Day) is used to route calls to the Windows Operator Console and Area 4 (Rest) is used in resilience, the following specify the Start and End addresses.

Area	Conv Area	1st Start Add	1st End Add	2nd Start Add	2nd End Add
22-10	1	1	200		
22-10	4	601	800	1	200

(22-11) – Dial in Conversion Table Data

During Day mode the following DDI (643100) is routed to Target No (600), which is the Station Group for the Windows Operator Console Queue. During Rest mode the same DDI is configured to forward to Incoming Ring Group 1.

You are only required to add DDI's to the Windows Operator Console, remaining DDI's still follow their default destination as configured in 22-10.

Area	Conv TBL	Received No	Target No	DialInName	TRF Ope Mode	TRF Target-1
22-11	1	643100	600	Main	0:No TRFR	
22-11	601	643100		Main	3:Both	1

Note: It is essential that any DDI's targeted at the Windows Operator Console during day mode, should be added to the Rest mode.

(15-07) – Programming Function Keys

In the following example, extension 200 (Operator's extension) is configured with Function key 8 and 9 as Day/Night Mode key changes. This command allows the Operator to switch into the Resilience mode when and where required.

Area	Tel	KY	Function Number	Additional Data
15-07-01	200	08	09	1
15-07-01	200	09	09	4

Additional PC configuration/recommendation

Sound Card and Speakers

The use of Sound Card and External speakers in conjunction with the Windows Operator Console is highly recommended. All calls are announced to the Operator by the Speakers and on screen display, often internal speakers are used. Internal Speakers (Integral to PC Base Unit, Monitor) are often not high enough quality for an Operator working in a typically noisy environment.

Network Adapter – Power Management settings

It is possible that the Power Management settings of a Network Adapter effect the operation of Microsoft® TAPI.

This causes the Microsoft® TAPI Remote Service Provider connection to the Microsoft® Telephony Server to disconnect, as the Network Adapter enters Power Management State.

This behaviour normally occurs when a PC is left powered on and remains idle, a typical example of this is where a PC is left powered on overnight.
When the user reopens a TAPI application (i.e. Windows Operator Console), the list of Aspire extensions fails to appear. Normally a reboot of the PC or disabling/enabling TAPI resumes connection.

It is therefore recommended that all potential TAPI users disable Network Power Management settings for consistent operation.

Configuration

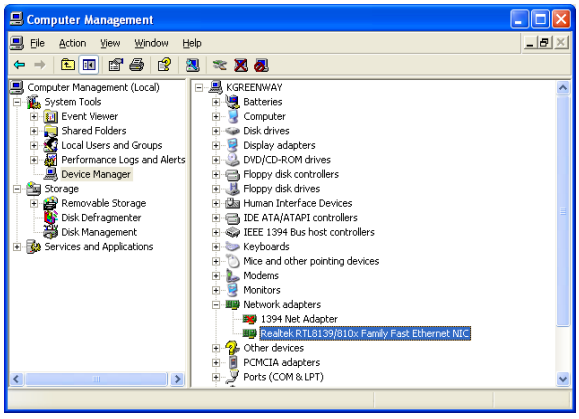
1) Open Windows Control Panel/Administrative Tools

2) Open Computer Management

3) Open Device Manager

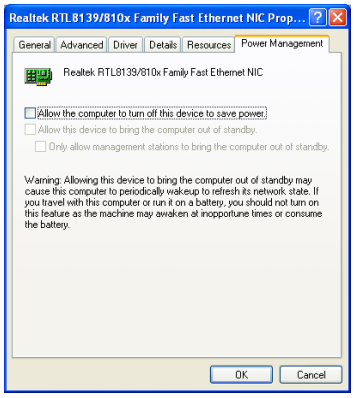
4) Locate Network Adapters

5) Select your Network Adapter



6) Right Click the adapter, select Properties

7) Click the Power Management tab, uncheck the 'Allow the computer to turn off the device to save power' setting.


Realtek RTL8139/810x Family Fast Ethernet NIC Prop...
General
Advanced
Driver
Details
Resources
Power Management
Realtek RTL8139/810x Family Fast Ethernet NIC
Allow the computer to turn off this device to save power.
Allow this device to bring the computer out of standby.
Only allow management stations to bring the computer out of standby.
Warning: Allowing this device to bring the computer out of standby may cause this computer to periodically wakeup to refresh its network state. If you travel with this computer or run it on a battery, you should not turn on this feature as the machine may awaken at inopportune times or consume the battery.
OK
Cancel

Personal Firewall settings

Where Personal Firewalls are installed and operating it is necessary to permit the appropriate ports and/or application. This is as in the case of the Windows Firewall which is included with Microsoft Windows XP (SP2), Microsoft Windows Server 2003 (SP1) and Microsoft Windows Vista.

Server Side

Application	Port	Path and Filename
AspireTSP	8181	C:\program files\nec\aspiretsp\tspstart.exe
File and Printer Sharing		
NEC Connect Server	1859 (TCP), 11859 (TCP)	C:\program files\nec\call connect\server\CTSS.exe

Client Side

Application	Port	Path and Filename
File and Printer Sharing		
Operator Console	1859	C:\program files\nec\call connect\server\operator.exe

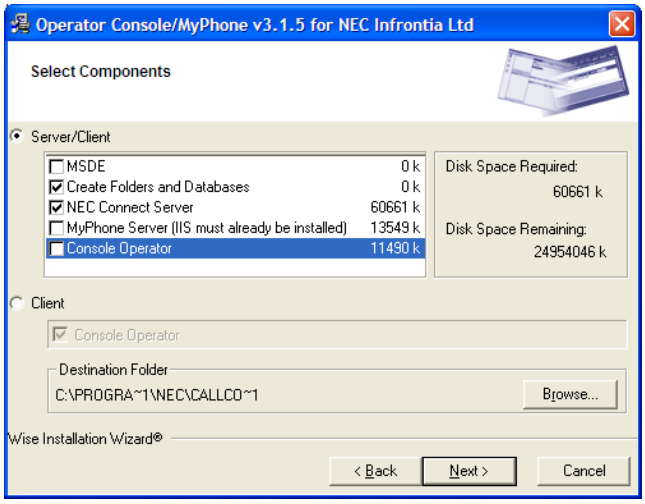
Custom Installation – Server Side

Installing NEC Connect Server to standalone SQL/MSDE installation

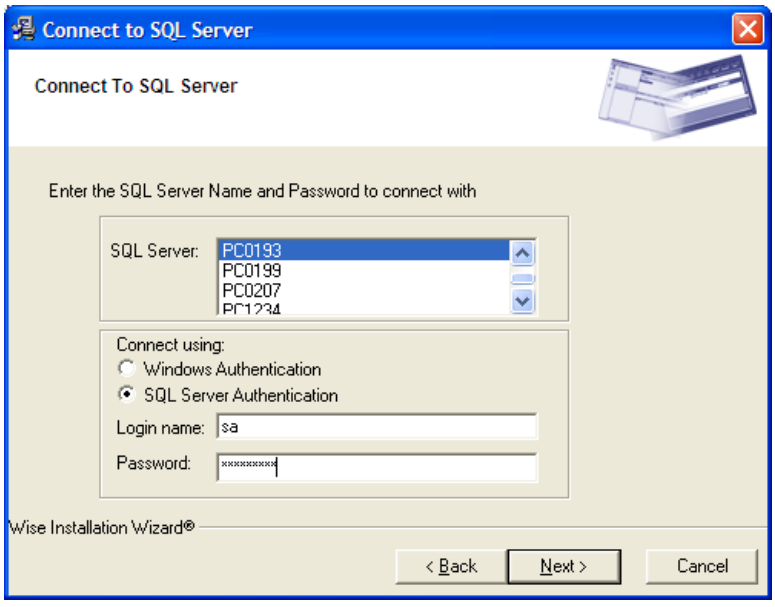
At the Select Components screen of the Server Side installation (Page 18), it is possible to install the NEC Connect Server to a standalone SQL/MSDE installation.

Follow the procedure below for installing to standalone installation.

1) At the select components screen, unselect MSDE. Click Next to proceed.



2) At the Connect to SQL Server screen, select the appropriate SQL Server from the list. Select the appropriate authentication type along with Login Name and Password. The NEC Connect Server databases will now be installed to the selected SQL/MSDE Server.

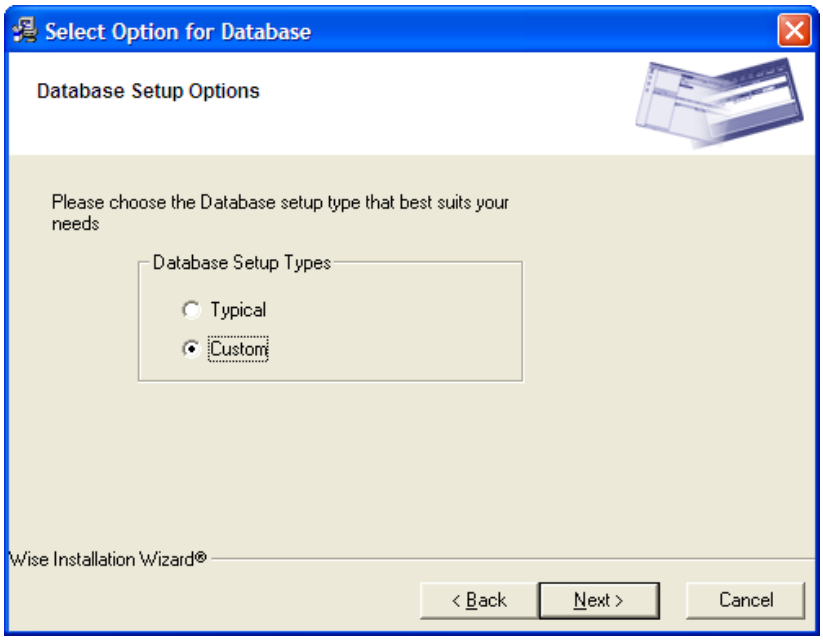


Installing a Custom Database type

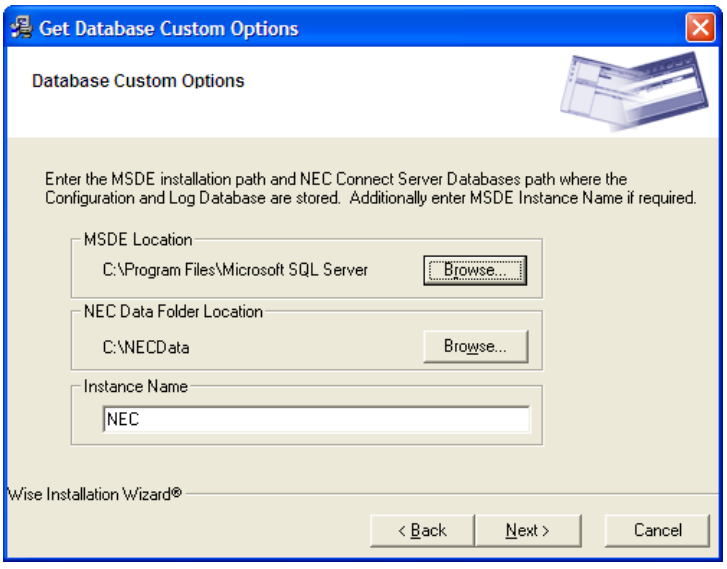
It is possible to change Database parameters during the install of the Server Side application. This is performed during Database Setup Options (Page 19).

Follow the procedure below for installing a Custom Database type.

1) At the Database Setup Type, select Custom and click next.



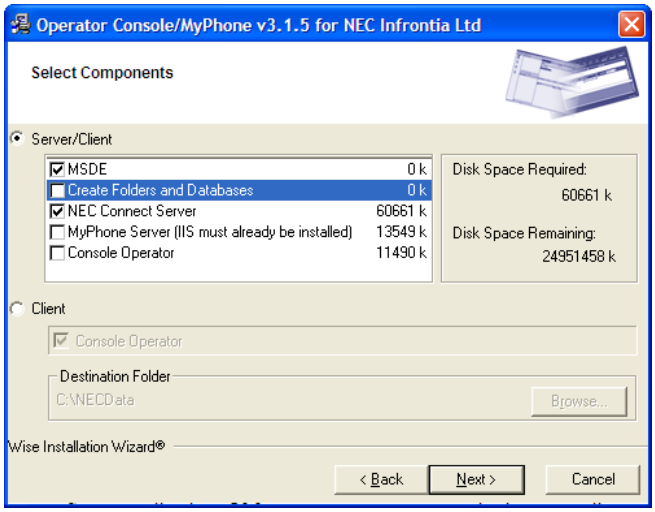
2) Under the Database Custom Options screen below, it is now possible to change the MSDE Installation location, NEC Data Folder Location and MSDE Instance Name.


Get Database Custom Options
Database Custom Options
Enter the MSDE installation path and NEC Connect Server Databases path where the Configuration and Log Database are stored. Additionally enter MSDE Instance Name if required.
MSDE Location
C:\Program Files\Microsoft SQL Server
Browse...
NEC Data Folder Location
C:\NECData
Browse...
Instance Name
NEC
Wise Installation Wizard®
< Back
Next >
Cancel

Create Folders and Databases manually

The Server Side installation automatically creates the associated Databases required by the NEC Connect Server application. If for any reason you are required to manually create these, complete the following steps.

1) At the Select Components screen of the Server Side installation, uncheck the Create Folders and Databases option.

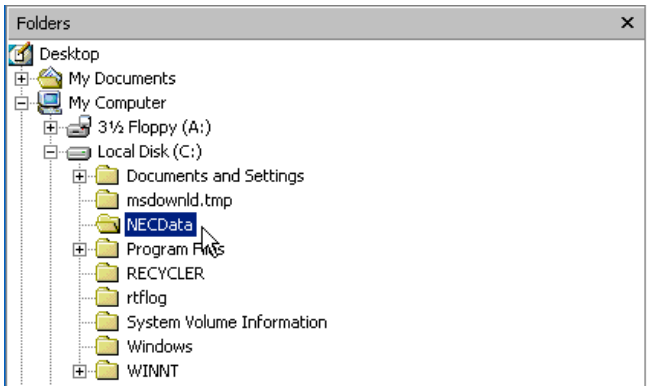


2) Allow the Server Side installation to complete.

Creation of Configuration Database

1) Using Windows Explorer create a new folder titled **NECData** under the C Drive.

i.e. C:\NECData

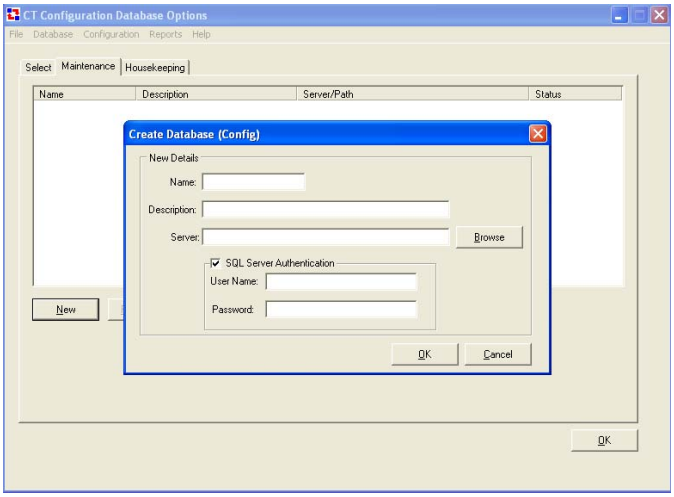


2) Enter NEC Connect Administration which is accessible under **Start/Programs/NEC Connect/NEC Connect Administration**. This is also accessible via Windows Desktop if the icon was added during installation (See **Fig1.21**).

3) Login to NEC Connect Administration. (See Login **Details to NEC Connect Administration**)

4) Select **Database/Config DB** under NEC Connect Administration.

5) Select the Maintenance Tab, and click New. The following should be displayed.



6) Type **Console** under the Name field.

7) Under the description field type **Console Operator**.

8) Enter the Server Name in the Server box.

Note: To verify the Computer Name under Windows 2000, locate the My Computer icon on the Windows desktop. Right click the icon and select Properties, locate the computer name under Network Identification.

9) Click **OK**, the Configuration Database will now be created and added to the list.

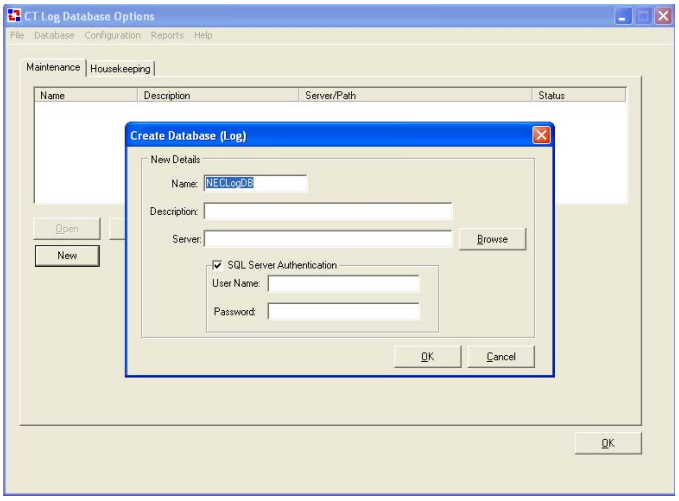
10) Finally you are required to open the configuration database, click on the select tab and select Open (See **Fig1.27**) and the database status will change from **Closed** to **Open**.

11) Click OK to return to **NEC Connect Administration**.

Creation of Logging Database

1) Select **Database/Log DB** under NEC Connect Administration. The message 'Logging database has not been selected' appears, click OK.

2) Click New. The following should be displayed.



3) Type **Console Logging Database** under the Description field.

4) Enter the Server Name in the Server box.

Note: To verify the Computer Name under Windows 2000, locate the My Computer icon on the Windows desktop. Right click the icon and select Properties, locate the computer name under Network Identification.

5) Click **OK**, the Logging Database will now be created and added to the list.

6) Finally you are required to open the logging database to allow the CTServer to store logging information, click Open (See **Fig1.29**) and the database status will change from **Closed** to **Open**.

7) Click OK to return to **NEC Connect Administration**.

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Windows Operator Console
Installation Manual
991085-5